



Washington State Ferries 2017 Winter Performance Summary of Findings

Preface



Starting in 2010, the Washington State Transportation Commission (WSTC) changed the process for how research is conducted regarding Washington State Ferries (WSF). Before 2010, stand-alone research projects were executed, but some of the issues facing ferry operations are of a longitudinal nature (changes over time). The decision was therefore made to create the Ferry Riders' Opinion Group (FROG). FROG is an online community where ferry riders have an ongoing opportunity to weigh in on ferry issues through surveys and quick polls (single questions).

This report is the 2017 WSF Winter Ferry Performance Study with a target audience of winter commuter riders, sampled from the FROG panel.



- ▶ Online Survey of Washington State Ferry Riders Opinion Group (FROG)
- ▶ Conducted April 28th – May 11th, 2017 regarding their personal experience riding Washington State Ferries during the recent winter travel period (January 8th through April 1st, 2017)
- ▶ A Total of 4,004 Interviews were completed
- ▶ Data was weighted to reflect WSF actual ridership during the 2017 winter period by route, boarding method and ticket type used based on the last trip taken

Please note that due to rounding, some percentages may not add up to exactly 100%.



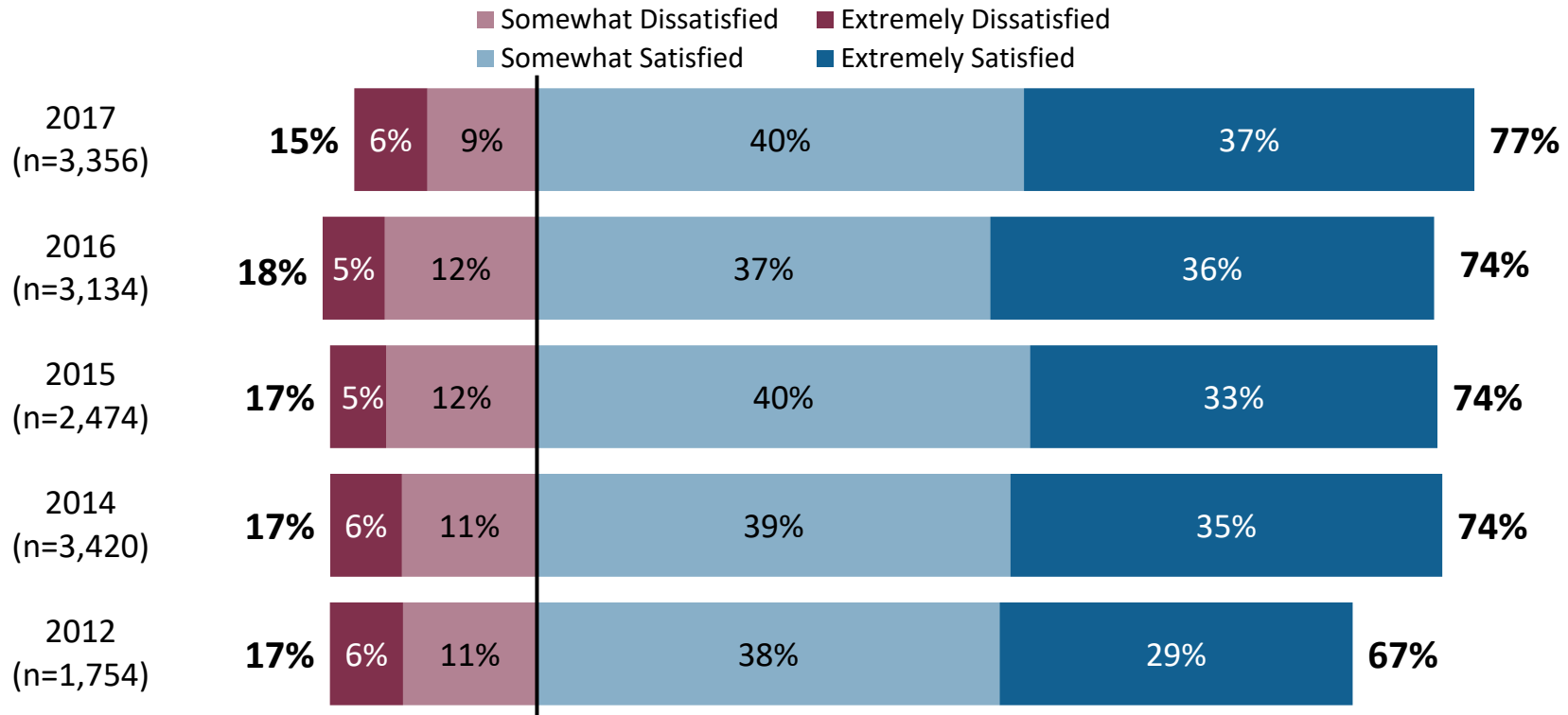
Detailed Study Findings

Overall Satisfaction



Overall satisfaction (77%) with the service provided by WSF is strong (40% Satisfied / 37% Extremely Satisfied). Dissatisfaction decreased 3 percentage points to 15%, but the extremely dissatisfied (6%) remains constant.

Overall Satisfaction with WSF



Only ratings of satisfaction (4-5) or dissatisfaction (1-2) are shown, Ratings of 3 or don't know are not shown.
The **bold** percentages represent the corresponding total dissatisfaction/satisfaction

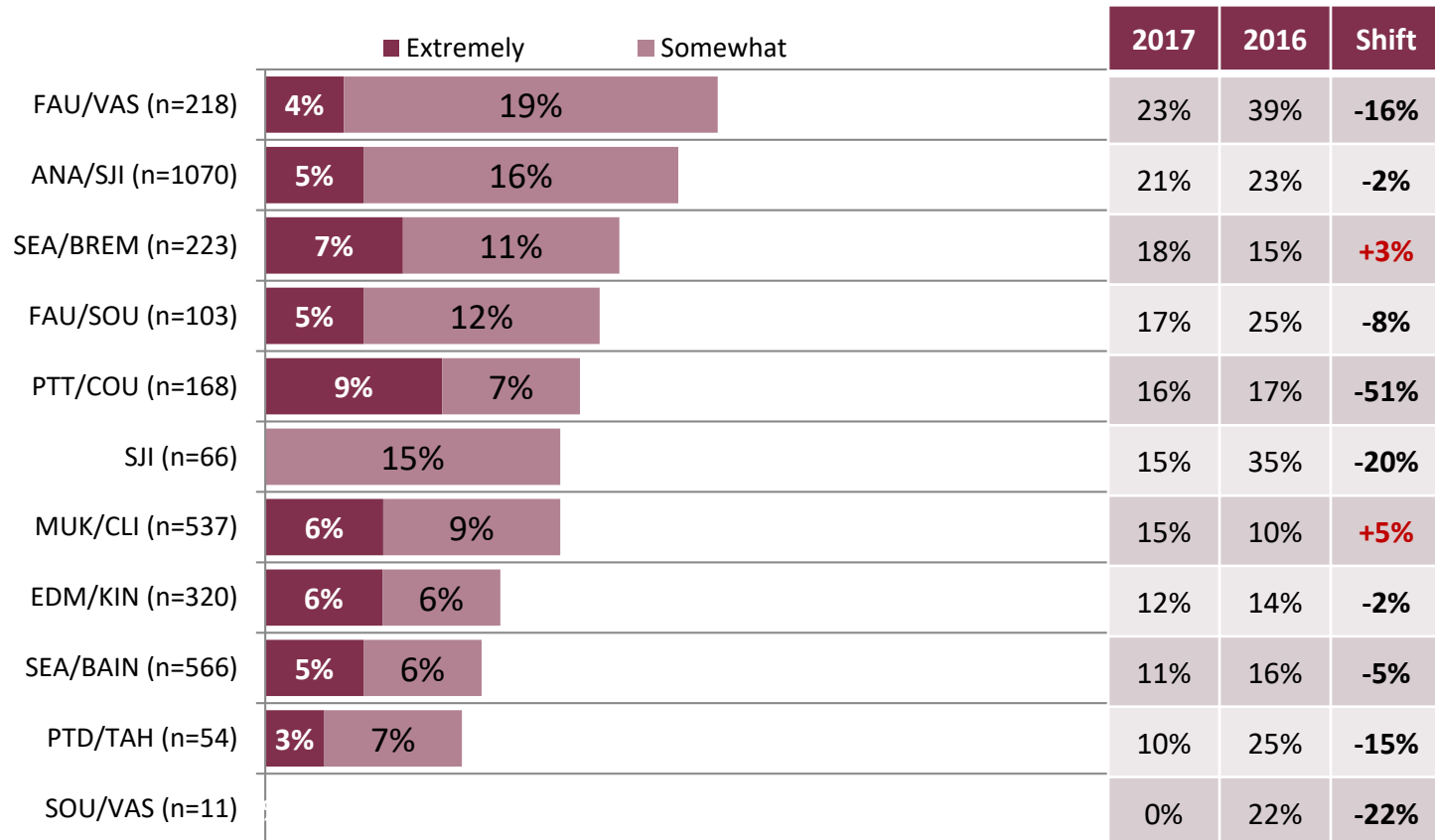
Q1. For this survey, we are interested in your experiences and opinions of Washington State Ferries during the Winter Schedule period, January 8th through April 1st 2017. All things considered, how satisfied are you with the service provided by Washington State Ferries?

Overall Dissatisfaction by Route



Riders on the Fauntleroy/Vashon (23%) and Anacortes/San Juan Island (21%) routes show much higher levels of dissatisfaction than other routes, however dissatisfaction has decreased compared to winter 2015 (-16%, -2% points). Only Seattle/Bremerton (+3% points) and Mukilteo/Clinton (+5% points) saw increases in dissatisfaction.

Overall Dissatisfaction by Route (Total Dissatisfied)

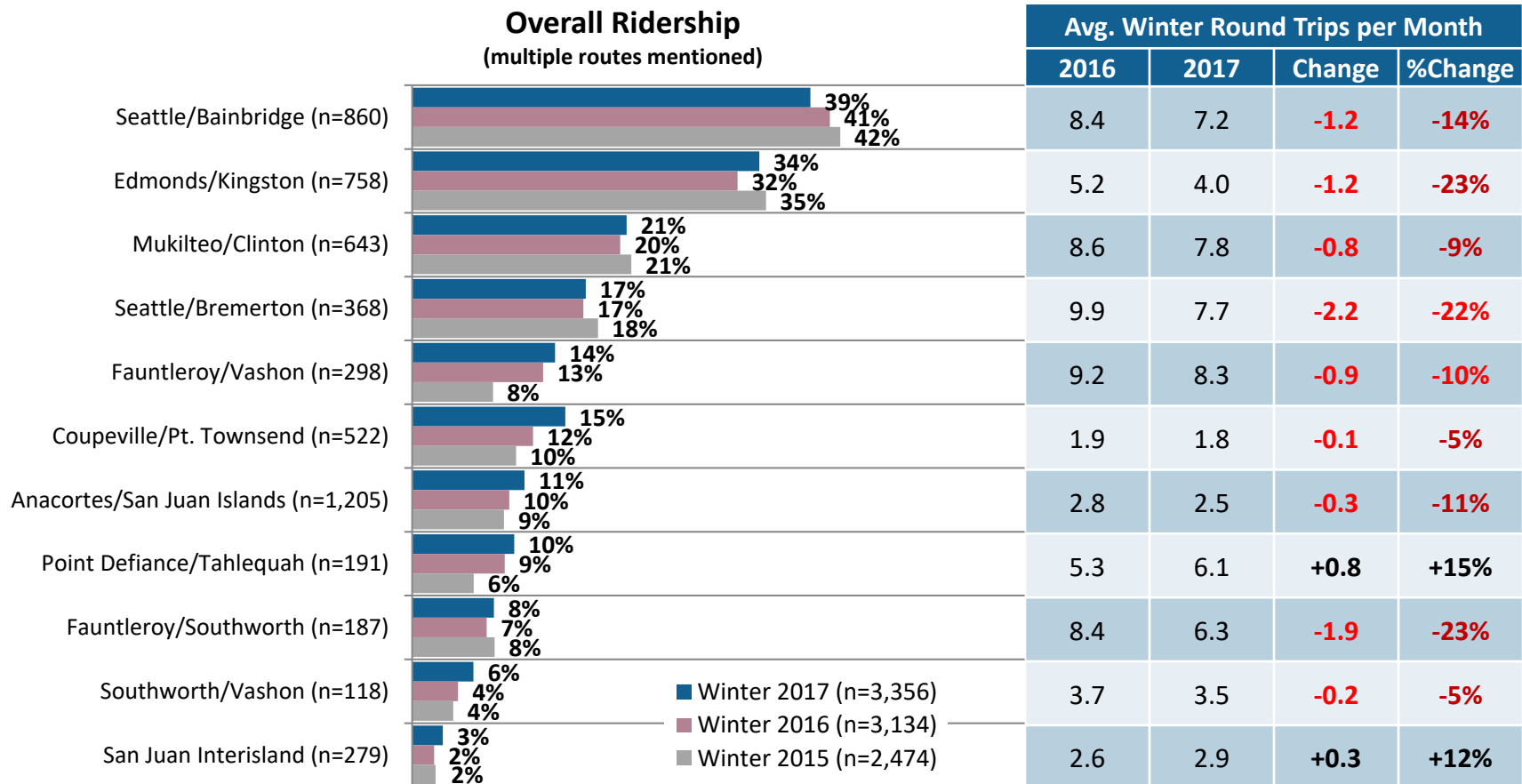


Q1. For this survey, we are interested in your experiences and opinions of Washington State Ferries during the Winter Schedule period, January 8th through April 1st 2017. All things considered, how satisfied are you with the service provided by Washington State Ferries?

Ridership



Compared to 2016, there is little difference in the routes people rode this winter - Seattle/Bainbridge (39%) and Edmonds/Kingston (34%) continue to top the list. However, average round trips per month this winter showed declines on all routes except Point Defiance/Tahlequah and San Juan Interisland.



Q2. Which of the following route(s) have you ridden during the Winter period (January 8th through April 1st 2017)? [CHECK ALL THAT APPLY]

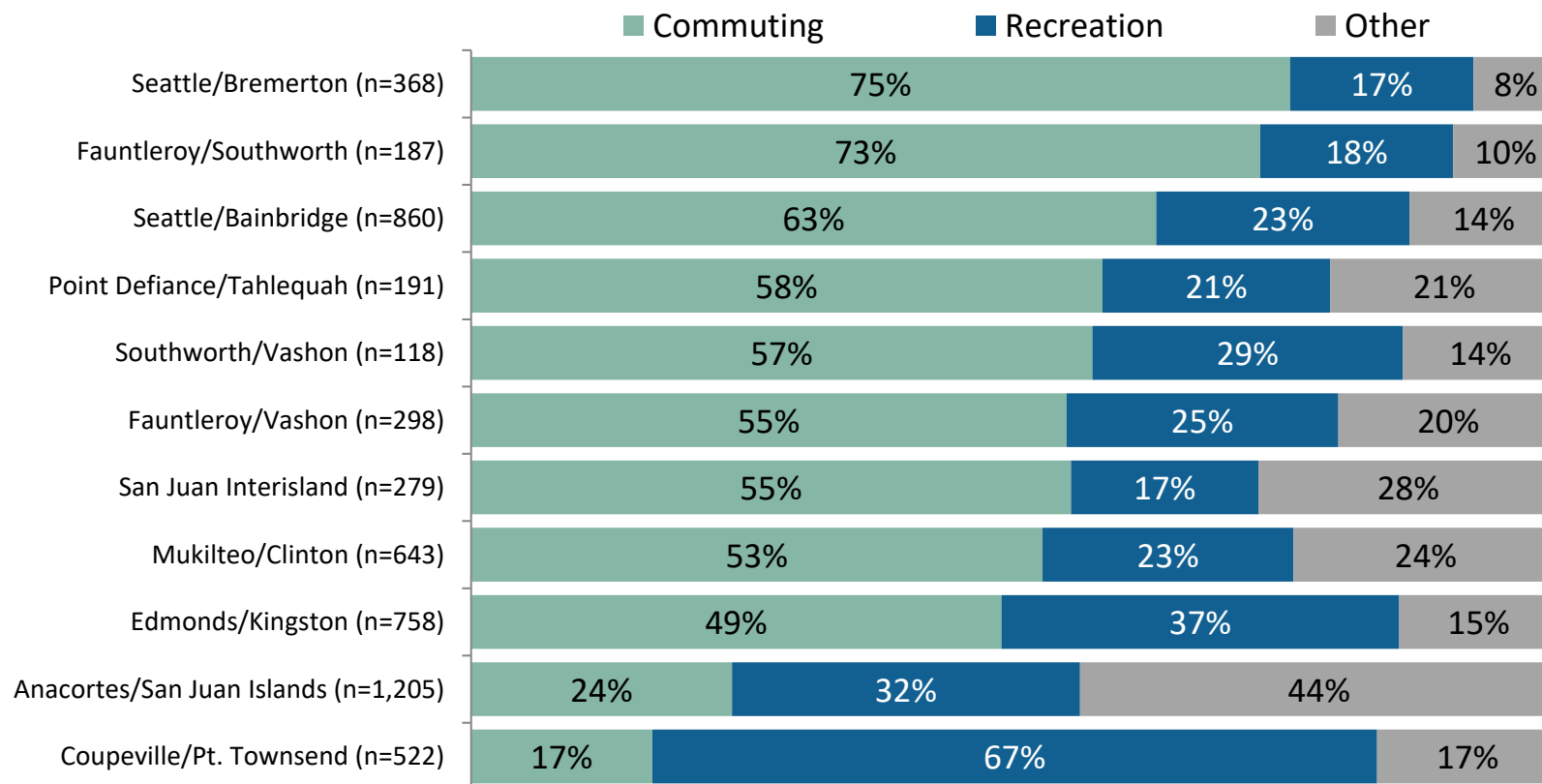
Q3. To get an idea of how people are using the ferry system in the winter months, could you please give us a guesstimate for the route(s) shown below - how many round trips (two one-way trips = one round trip) per month you take during the Winter period?

Trip Purpose



All routes except Coupeville/Pt. Townsend and Anacortes/San Juan Islands are primarily used for commuting. Anacortes/San Juan has a high percentage of “other” trips (shopping, medical appointments, etc.).

Trip Purpose by Route



Q4. Approximately how many of those per month round trips, for each route, were for the primary purpose of commuting (getting to and from work/school), how many were primarily recreational/social purposes (seeing friends/going to events, etc.) and how many were for other purposes (shopping, medical appointments, etc.)?



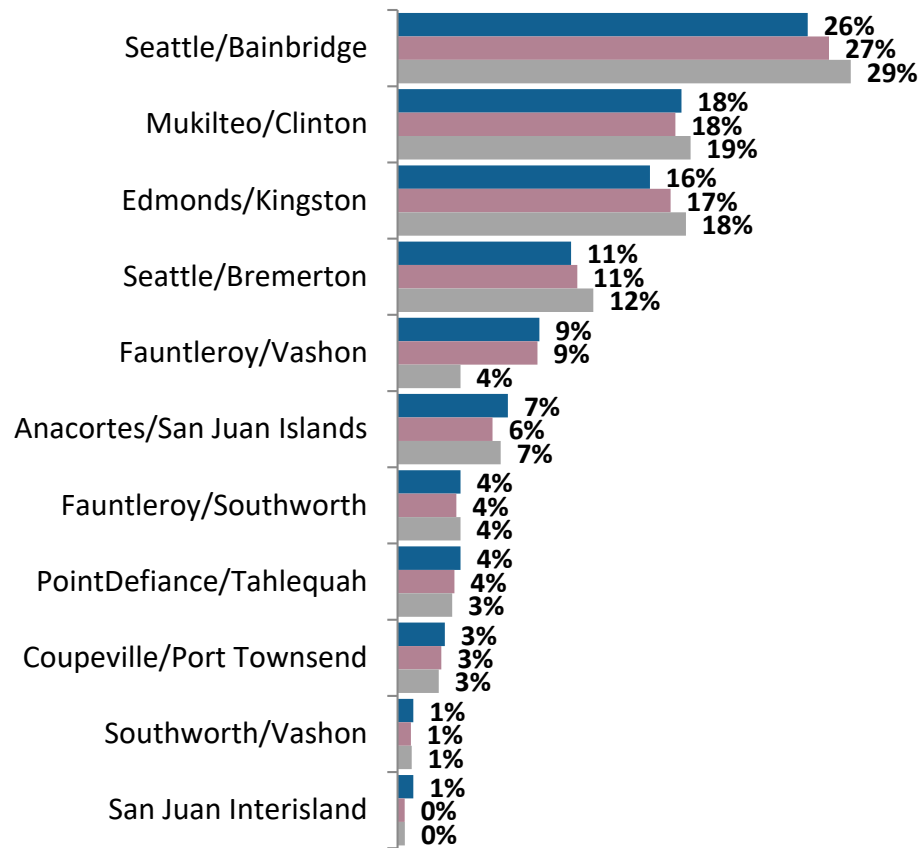
Most Recent Trip

Most Recent Trip - Route



Just over a quarter of riders (26%) say Seattle/Bainbridge was the last route they rode, followed by Mukilteo/Clinton (18%) and Edmonds/Kingston (16%). Results are very similar to 2016. This question reflects the actual results of the WSF traffic count by route for each of the winter periods reported.

Most Recent Trip Route



This question was used in the weighting of the data to reflect actual ridership of WSF during the winter period in each year.

■ 2017 Winter
■ 2016 Winter
■ 2015 Winter

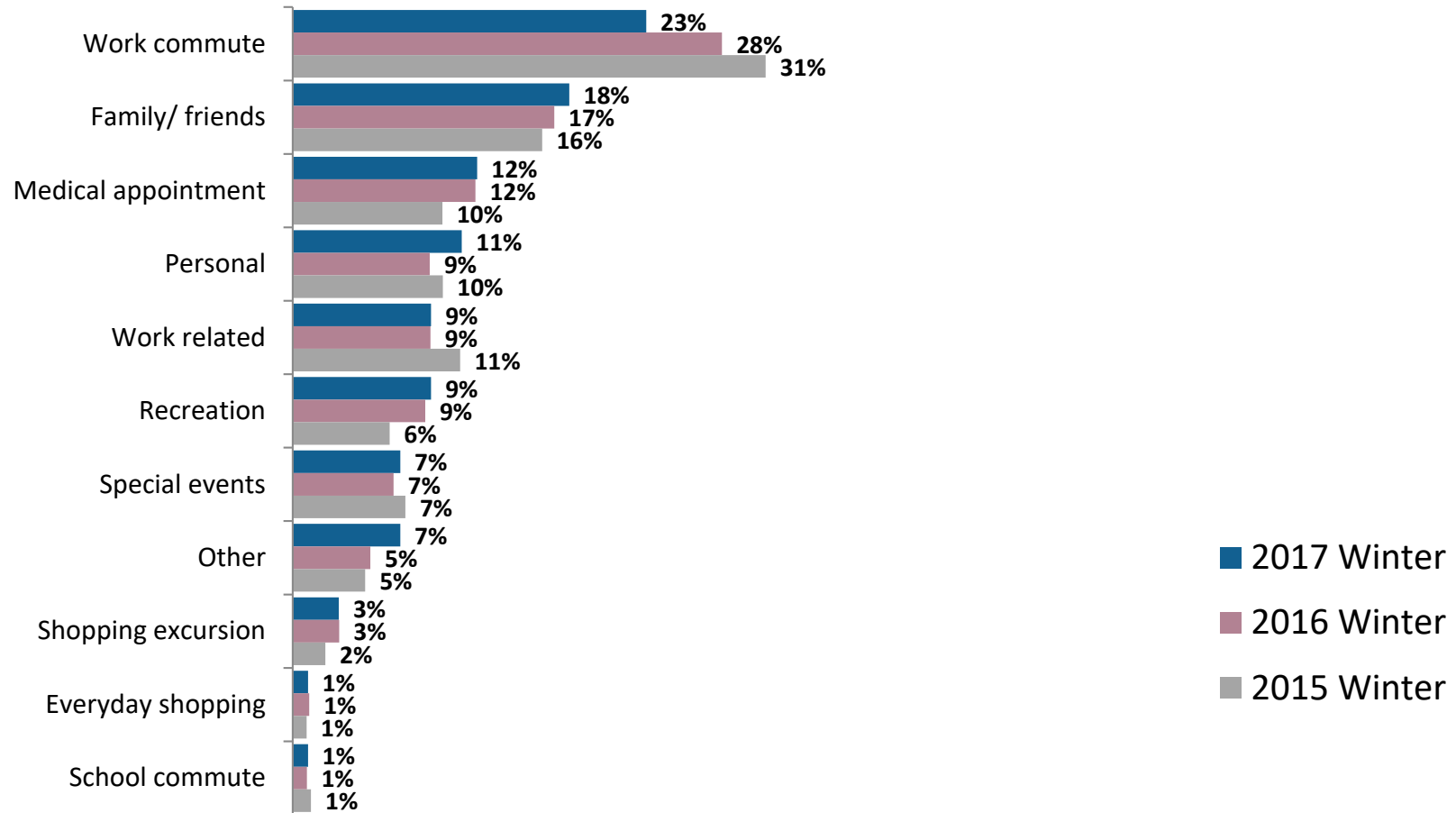
Q13. Now focusing in on your most recent ferry trip, what was the last route that you rode?

Most Recent Trip – Purpose



As in 2016, work commute (23%) is the most common purpose of riders' most recent trip, followed by visiting family/friends (18%). There has been a steady decline in the percentage of riders reporting their most recent trip purpose was for commuting to work since 2015.

Most Recent Trip Purpose



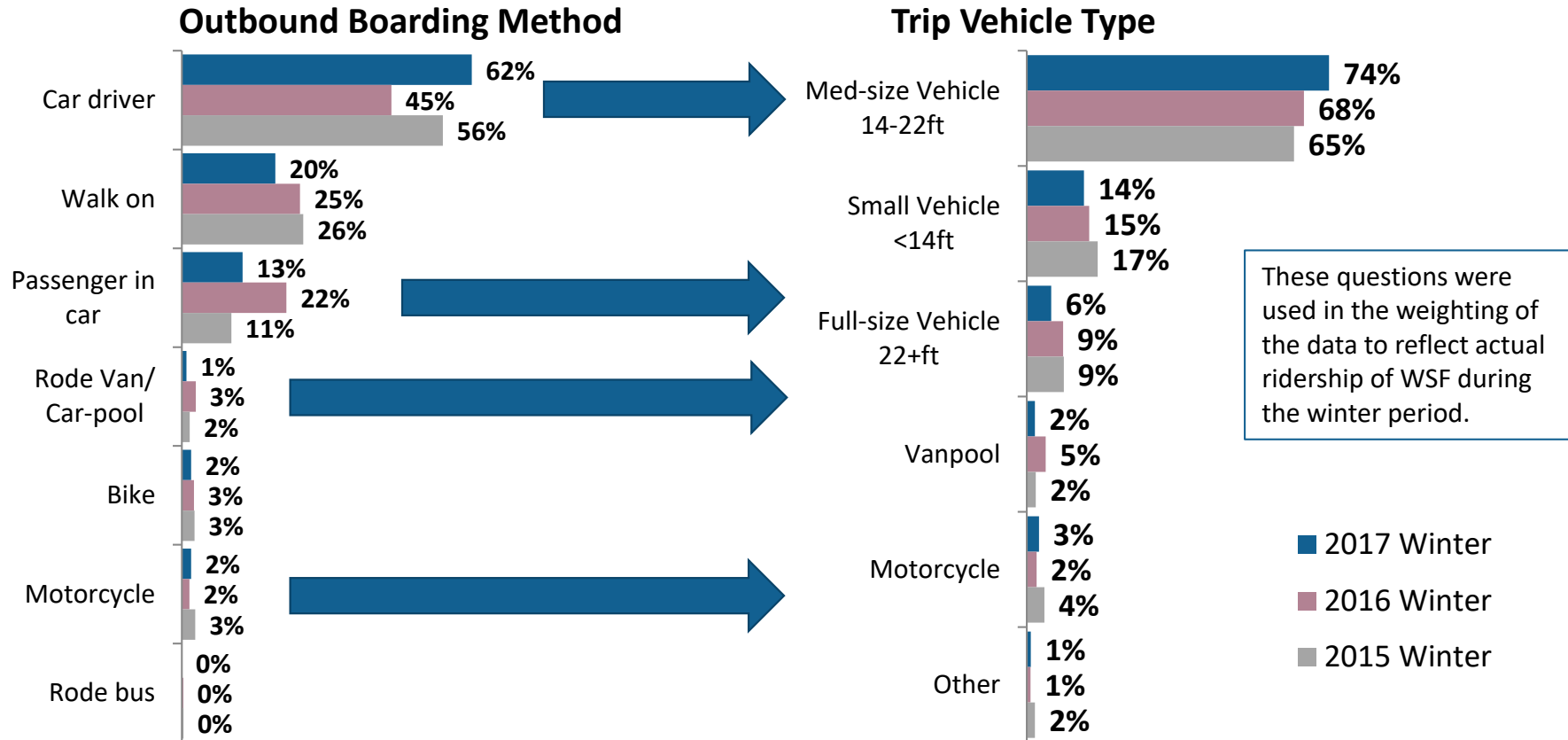
Q15. Thinking about your LAST FERRY RIDE ONLY on the {most recent} route, which of the following was the PRIMARY PURPOSE for that specific trip?

Most Recent Trip – Boarding Method/Vehicle Type



As in 2016, more riders (75%) drove on as driver or passenger for their most recent ferry trip. One-in-five (20%) walked on. Among those who did drive on, three quarters (74%) were in a vehicle that was 14 to 22 feet long.

Most Recent Trip



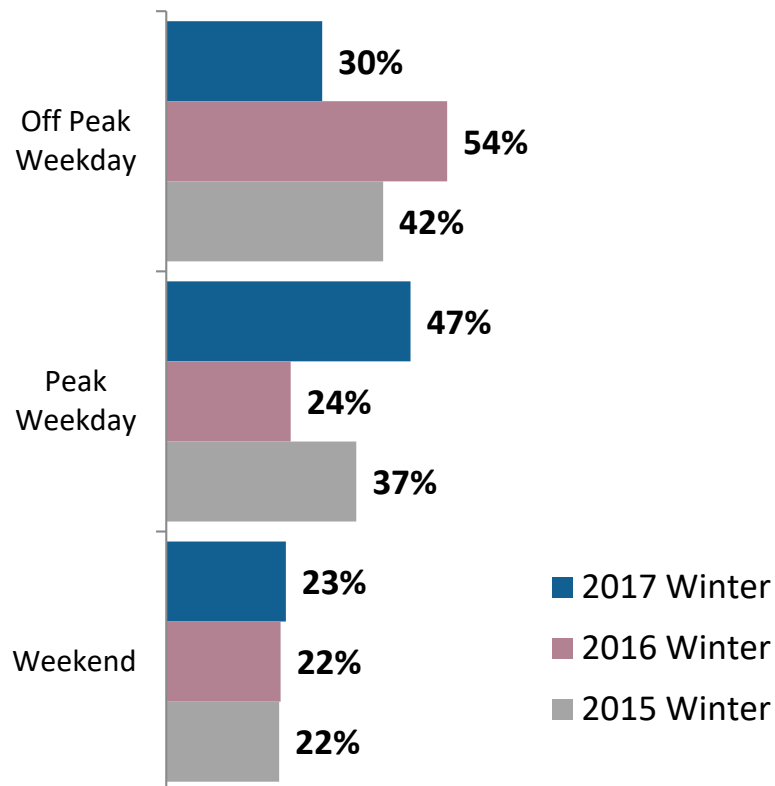
Q16ab. Thinking about your LAST FERRY RIDE ONLY on the {most recent} route, how did you board the ferry for your outbound and returning trips?
 Q17. Thinking about your LAST FERRY RIDE ONLY on the {most recent} route, which of the following best describes the vehicle you drove on the ferry?

Most Recent Trip – Time and Ticket Type

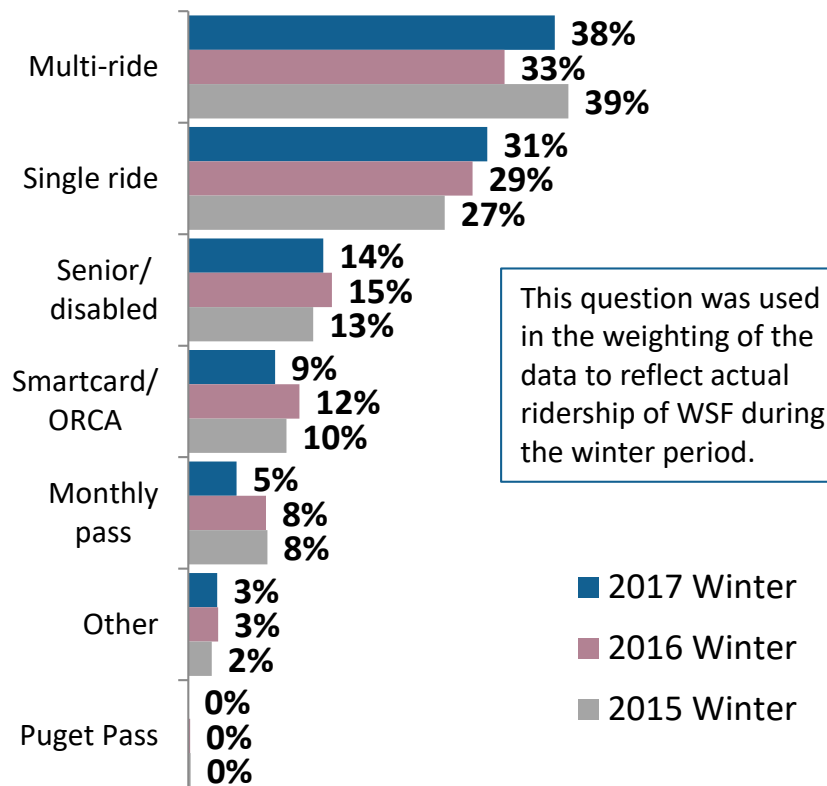


A majority of riders' most recent trips continue to be weekday trips (77%). Off-peak weekday trips declined 14% points while peak weekday usage increased 23% points from 2016. A majority use multi (38%) or single ride (31%) tickets; few use monthly passes or Orca cards.

Most Recent Trip Time*



Most Recent Trip Ticket Type



This question was used in the weighting of the data to reflect actual ridership of WSF during the winter period.

Q18. Thinking about your LAST FERRY RIDE ONLY on the {most recent} route, what was the date and scheduled departure time (or approximate time of sailing if you don't remember)?

Q19. Finally, thinking about your LAST FERRY RIDE ONLY on the {most recent} route, on what kind of ticket were you travelling?

* In 2017 28% declined to give the time and date of their last ferry ride (Compared to 23% in 2016, 21% in 2015 and 12% in 2014)



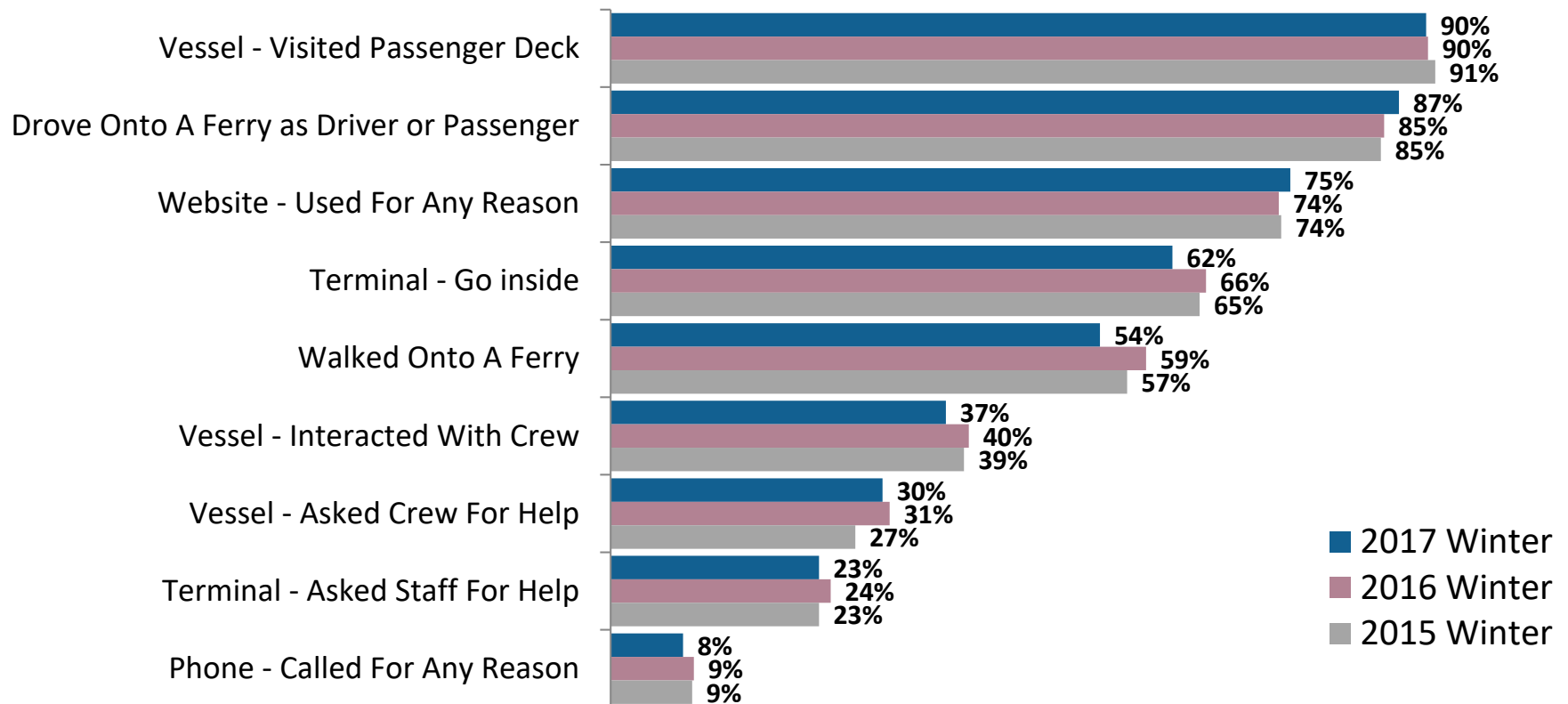
Performance Ratings

Rider Interaction With WSF



Riders are most likely to visit the passenger vessel deck (90%) and drive onto the ferry (87%). Three quarters (75%) say they have used the WSF website. Riders are least likely to have called WSF customer service (8%).

WSF Touch Points With Winter Riders
(n=3,336 / 3,134 / 2,474)



Q(s) During the winter period, did you ... Q20 Go inside a ferry terminal for any reason? Q100 Did you specifically ask a WSF terminal staff member for help/assistance? Q30 Did you walk onto a ferry? Q43 Did you either drive onto a ferry or board as a passenger in a vehicle? Q70 Did you use/visit the vessel passenger deck area? Q80 Did you have any interaction with any of the vessel crew? Q103 Did you specifically ask a WSF vessel staff member for help/assistance? Q90 Use the WSF website? Q93 Call WSF customer service by phone?

All Riders – Dissatisfaction by Attribute



Dissatisfaction on all attributes is largely unchanged compared to 2016. The highest dissatisfaction is for “adequate parking near terminals” (35%), “terminal bathrooms are clean” and “terminals are comfortable” (17%).

Attributes	Dissatisfaction (1-2)			
	2017	2016	Change	2015
Adequate parking near terminals	30%	31%	-1%	25%
Terminal bathrooms are clean	20%	20%	--	21%
Terminals are comfortable	17%	17%	--	14%
WSF and transit schedules coordinated	13%	15%	-2%	14%
Loading crews provide clear directions	13%	14%	-1%	15%
Efficiently processes vehicles	12%	11%	+1%	12%
Passenger loading efficient	10%	11%	-1%	9%
Loading procedures efficient	10%	9%	+1%	9%
Loads ferries to capacity	10%	9%	+1%	9%
Easy loading/ unloading for walk-on	9%	11%	-2%	9%
Passenger unloading efficient	8%	9%	-1%	9%
Terminal staff is helpful	8%	8%	--	8%
Terminals are clean	8%	7%	+1%	7%
Ferries bathrooms are clean	7%	8%	-1%	10%
Vehicle loading crew is friendly	7%	6%	+1%	6%
Unloading procedures efficient	6%	7%	-1%	8%
Buying tickets easy and quick	6%	6%	--	6%
Vessels are well maintained	5%	8%	-3%	11%
Unloading crews provide clear direction	5%	5%	--	5%
Passenger seating areas are clean	4%	5%	-1%	5%
Vessel crew is helpful	4%	3%	+1%	4%
Toll booth staff is friendly	4%	3%	+1%	4%
Unloading crew is friendly	4%	3%	+1%	3%
Vessel crew is friendly	3%	4%	-1%	3%

- ❖ This table gives an overview of the individual attribute quad charts that follow for Dissatisfaction
- ❖ For each attribute, the table shows:
 - Total dissatisfaction (score of 1 or 2) for **Winter 2017**, **Winter 2016** and **Winter 2015**
 - The **Change** in dissatisfaction from 2016 to 2017. **Red** indicates **greater dissatisfaction** in 2017 than in 2016.

All Riders – Importance by Attribute



Importance of all attributes is largely unchanged compared to 2016. The highest importance is placed on “efficiently processes vehicles,” ferries bathrooms are clean,” and “vessel crew is helpful” (97%).

Attributes	Importance (4-5)			
	2017	2016	Change	2015
Adequate parking near terminals	79%	78%	+1%	76%
Terminal bathrooms are clean	94%	94%	--	95%
Terminals are comfortable	81%	82%	-1%	81%
WSF and transit schedules coordinated	67%	70%	-3%	70%
Loading crews provide clear directions	96%	95%	+1%	95%
Efficiently processes vehicles	97%	96%	+1%	96%
Passenger loading efficient	93%	91%	+2%	93%
Loading procedures efficient	96%	95%	+1%	95%
Loads ferries to capacity	89%	88%	+1%	87%
Easy loading/ unloading for walk-on	93%	92%	+1%	94%
Passenger unloading efficient	92%	90%	+2%	92%
Terminal staff is helpful	85%	87%	-2%	86%
Terminals are clean	92%	92%	--	92%
Ferries bathrooms are clean	97%	96%	+1%	96%
Vehicle loading crew is friendly	87%	88%	-1%	84%
Unloading procedures efficient	95%	94%	+1%	94%
Buying tickets easy and quick	96%	95%	+1%	94%
Vessels are well maintained	95%	96%	-1%	95%
Unloading crews provide clear direction	94%	94%	--	93%
Passenger seating areas are clean	95%	96%	-1%	95%
Vessel crew is helpful	97%	97%	--	96%
Toll booth staff is friendly	92%	91%	+1%	91%
Unloading crew is friendly	87%	87%	--	96%
Vessel crew is friendly	96%	96%	--	96%

- ❖ This table gives an overview of the individual attribute quad charts that follow for importance.
- ❖ For each attribute, the table shows:
 - The percent of people you rated the attribute as 4 or 5 on the Importance scale
 - Total importance (4-5) for **Winter 2017, Winter 2016** and **Winter 2015** are shown
 - The **Change** in importance from 2016 to 2017. **Red** indicates **lesser importance** in 2017 than in 2016.

Summary of Attribute Dissatisfaction by Route*



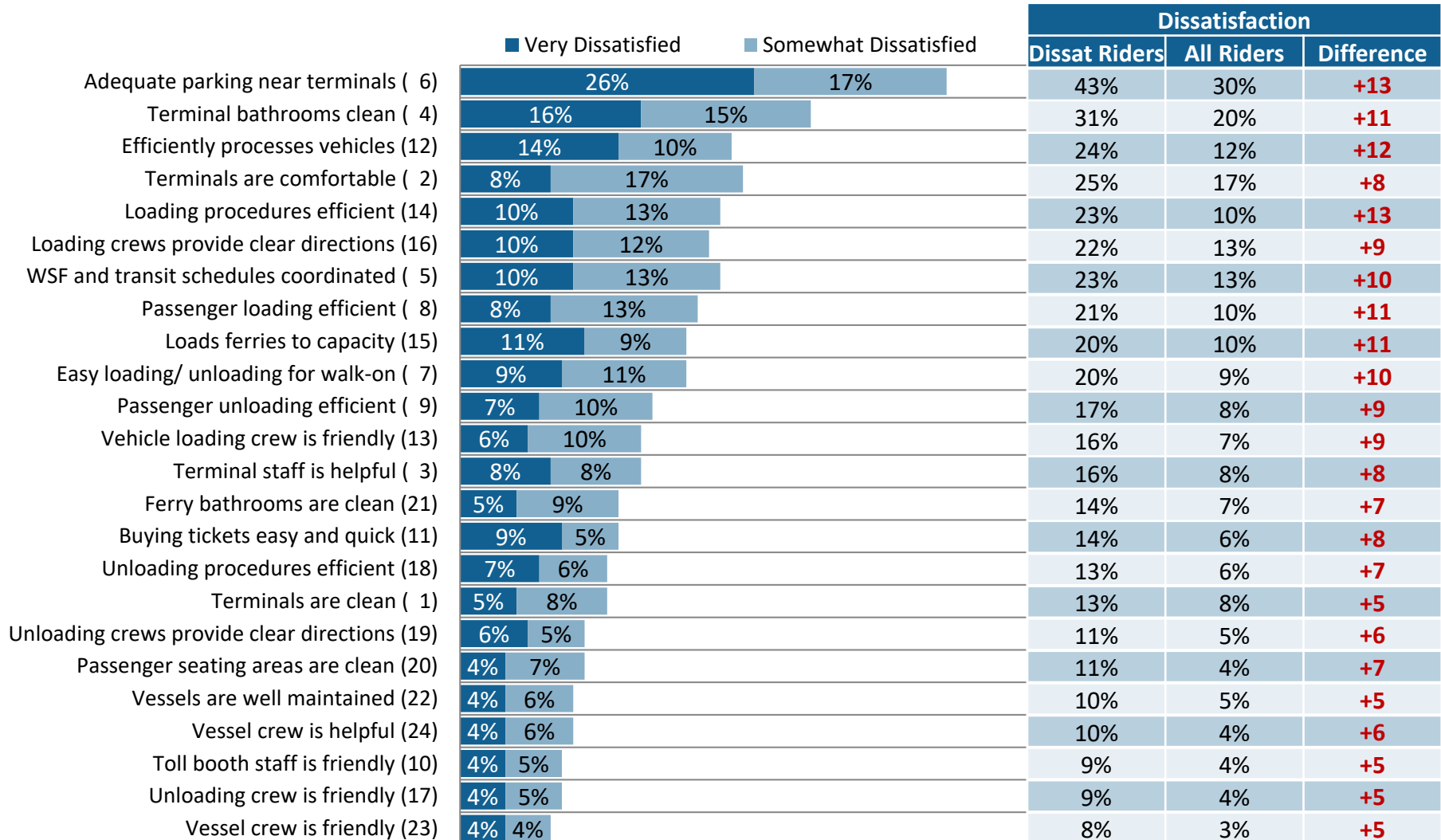
		Dissatisfaction by Route										
	Dissat. (1-2)	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Number of Respondents Varies by Question (Max n Shown)	3043	530	199	43	291	197	95	9	148	469	1002	60
Adequate parking near the terminals	30%	19%	24%	34%	25%	45%	17%	46%	43%	58%	20%	10%
Bathrooms in the terminals are clean and well maintained	20%	30%	35%	20%	13%	7%	6%	0%	5%	8%	15%	12%
Terminals are comfortable	17%	22%	26%	18%	16%	11%	7%	0%	2%	8%	18%	10%
Sailing schedule is adequately coordinated w/transit services	13%	10%	13%	23%	19%	13%	18%	0%	2%	6%	36%	44%
Vehicle loading crews provide clear directions/hand signals	13%	10%	9%	14%	7%	22%	17%	12%	11%	16%	15%	8%
Efficiently processes vehicles through ticket lanes	12%	10%	4%	11%	5%	47%	22%	57%	4%	7%	13%	3%
Walk-on passenger loading procedures are efficient	10%	14%	11%	11%	4%	4%	4%	0%	4%	16%	9%	6%
Vehicle loading procedures are efficient	10%	8%	9%	11%	7%	24%	10%	2%	6%	9%	14%	12%
Loads ferries to capacity with little room between vehicles	10%	11%	8%	15%	4%	22%	14%	45%	4%	10%	9%	8%
Provides easy loading/unloading for walk-on passengers	9%	12%	8%	6%	4%	4%	2%	12%	4%	14%	6%	10%
Walk-on passenger unloading procedures are efficient	8%	12%	7%	8%	1%	4%	1%	0%	3%	10%	13%	6%
Terminal staff is helpful, competent and knowledgeable	8%	8%	18%	6%	5%	4%	3%	0%	4%	5%	6%	11%
Terminals are clean and well maintained	8%	13%	13%	2%	2%	2%	0%	0%	1%	3%	8%	7%
Bathrooms on the ferries are clean and well maintained	7%	9%	16%	1%	7%	3%	4%	0%	2%	4%	7%	5%
Vehicle loading crew is friendly, courteous and polite	7%	9%	9%	7%	3%	10%	7%	1%	5%	7%	10%	6%
Vehicle unloading procedures are efficient	6%	9%	7%	5%	4%	7%	4%	0%	7%	4%	9%	11%
WSF makes buying tickets easy and quick	6%	5%	1%	0%	3%	23%	7%	28%	4%	4%	5%	2%
Vessels are well maintained and safe	5%	6%	8%	1%	6%	5%	3%	0%	6%	2%	9%	3%
Vehicle unloading crew provide clear direction/hand signals	5%	5%	6%	3%	2%	7%	2%	1%	6%	5%	6%	7%
Ferry passenger seating areas are clean/comfortable	4%	3%	15%	1%	3%	2%	1%	0%	2%	1%	6%	7%
Vessel crew is helpful, competent, knowledgeable	4%	1%	5%	0%	3%	6%	7%	0%	4%	4%	3%	5%
Toll booth staff is friendly, courteous and polite	4%	5%	6%	2%	2%	4%	4%	0%	4%	3%	4%	2%
Vehicle unloading crew is friendly, courteous and polite	4%	4%	4%	3%	1%	6%	3%	0%	3%	4%	4%	3%
Vessel crew is friendly, courteous and polite	3%	3%	2%	4%	3%	4%	9%	0%	3%	4%	4%	5%

* Color Code: Light (10-19%), Medium (20-29%), Heavy (>30%) Dissatisfaction

Dissatisfied Riders – Dissatisfaction by Attribute



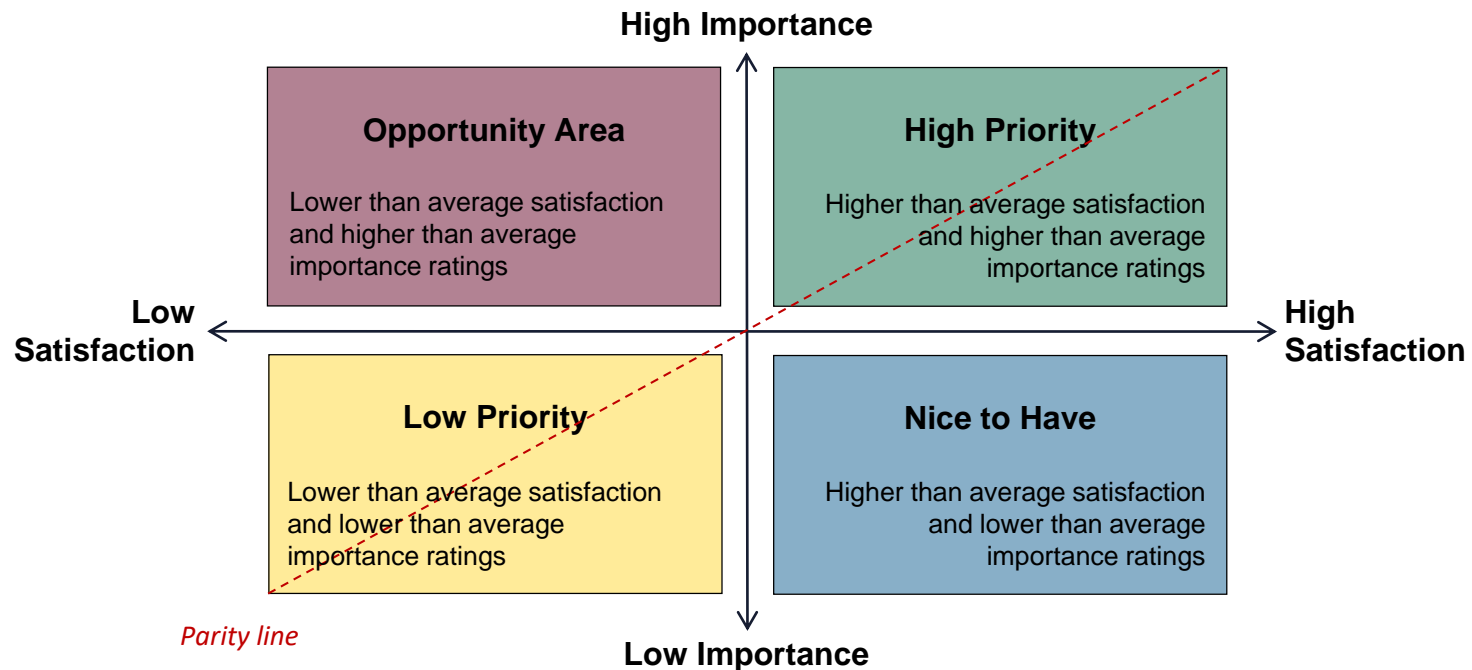
As expected, riders who are dissatisfied overall have higher dissatisfaction levels on every individual attribute. By far, dissatisfied riders are most unhappy with parking availability.



Gap Analysis



- ❖ The following slides present quadrant charts comparing the relative satisfaction for each ferry attribute to the relative importance of that attribute.
 - The two sample sizes shown on each chart represent the maximum and minimum number of riders rating any given attribute, due to embedded skip logic.
- ❖ Each quad chart consists of four quadrants:
 - Opportunity area (red) | High priority (green) | Nice to have (blue) | Low priority (yellow)
- ❖ Each quad chart is also overlaid with a parity line.
 - The parity line represents where importance and satisfaction are equal, and identifies the ferry attributes with the greatest disparity between satisfaction and importance.
- ❖ Attributes considered important, but with low satisfaction (performance), are opportunity areas for WSF. Increasing awareness of these important attributes may help promote more positive impressions of the ferry system, and boost overall satisfaction.



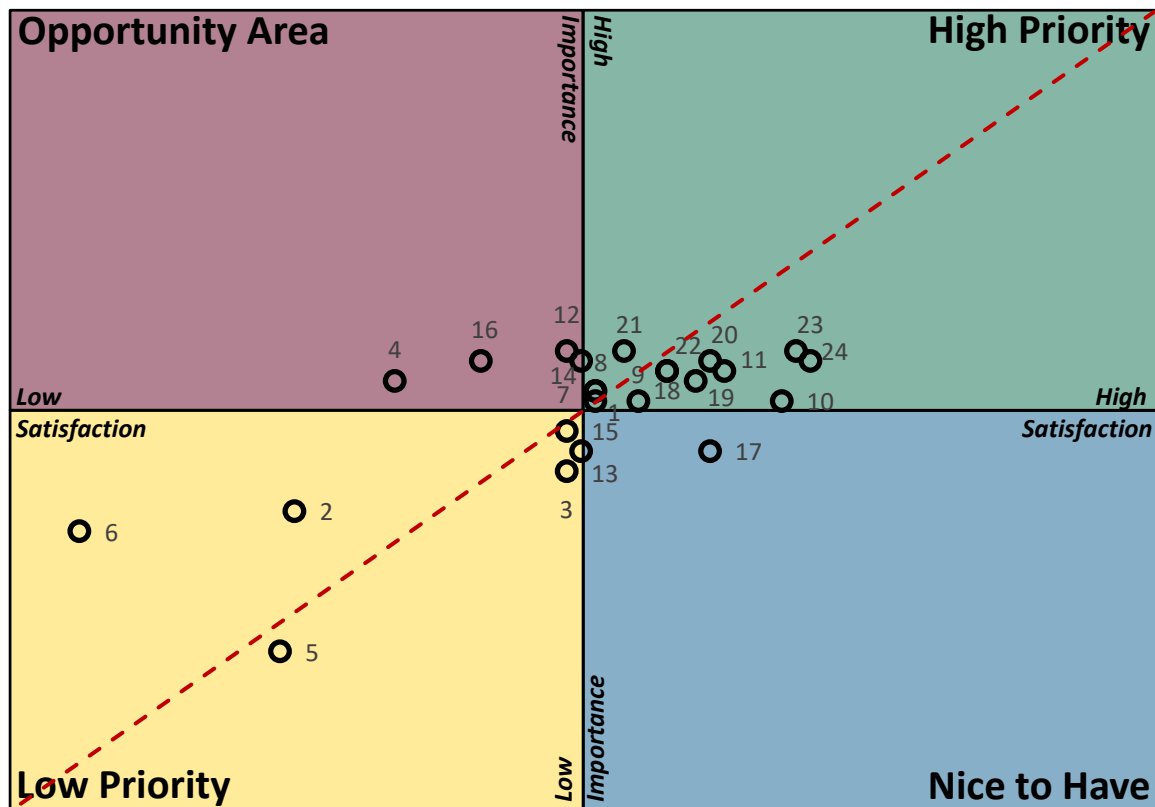
Gap Analysis: Overall - 2017



Opportunity Areas: Terminal bathroom cleanliness (4) and clear loading crew directions (16) are the key opportunity areas. While of lower priority to riders, the amount of parking near terminals (6) and terminals are comfortable (2) are underperforming by a wide margin.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=1,246-3,043)



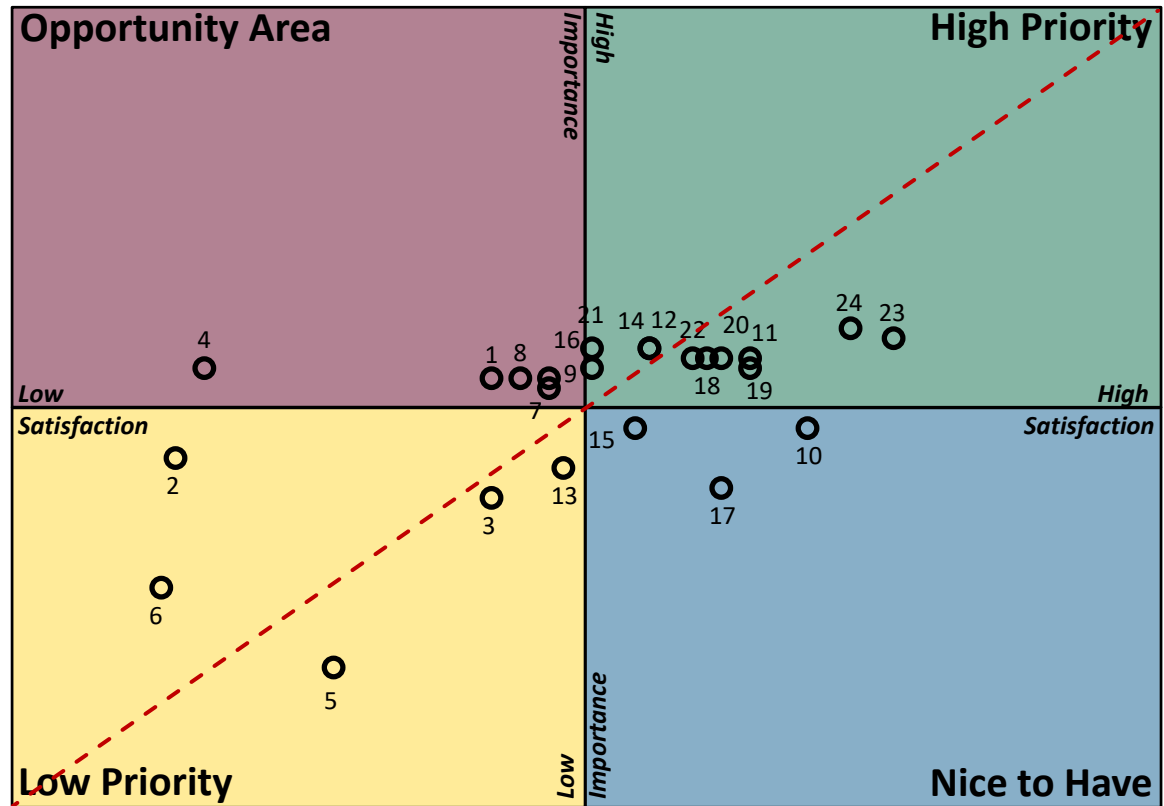
Gap Analysis: Seattle/Bainbridge - 2017



Seattle/Bainbridge Opportunity Areas: Terminal bathroom cleanliness (4) is the biggest opportunity area. Terminal comfort (2) and adequate parking near terminals (6) is a low priority, but still underperforming by a wide margin.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=195-530)



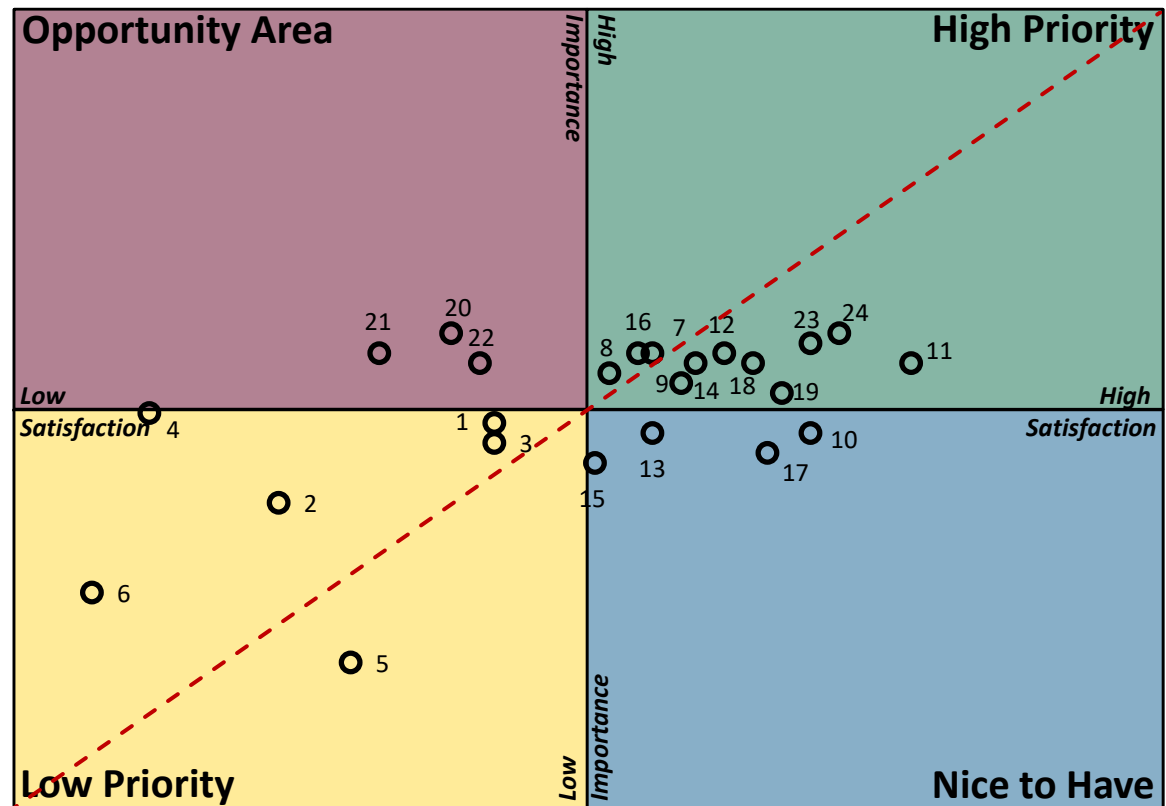
Gap Analysis: Seattle/Bremerton - 2017



Seattle/Bremerton Opportunity Areas: Terminal bathroom cleanliness (4) is by far the key opportunity area. Ferry bathrooms(21), vessel maintenance (22), and cleanliness of seating areas (20) are also opportunity areas to improve. Adequate parking near terminals (6) and terminal comfort (2) are lower priority, but still underperforming.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=98-199)



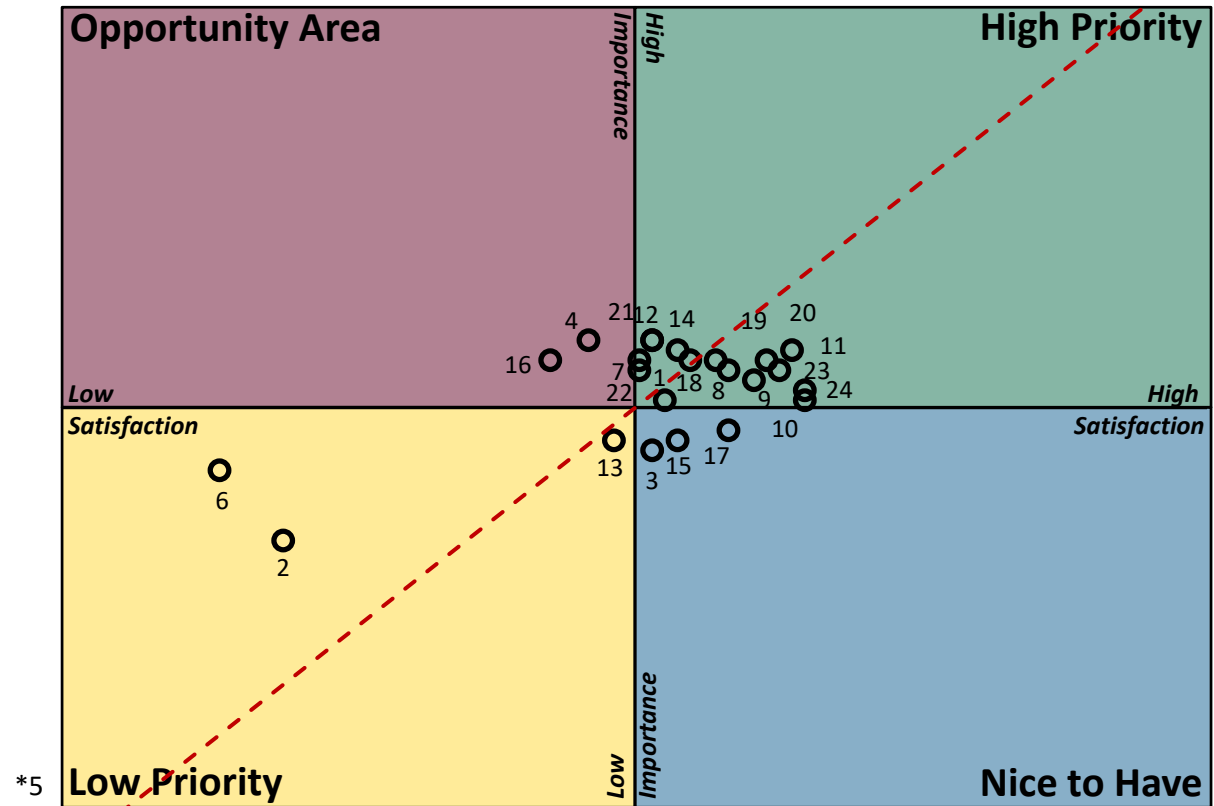
Gap Analysis: Edmonds/Kingston - 2017



Edmonds/Kingston Opportunity Areas: Parking availability (6) and terminals are comfortable (2) are not the highest priority to riders, but are underperforming by a large margin. Clarity of loading crew instructions (16) and cleanliness of terminal bathrooms (4) are an opportunity for improvement.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated*
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=109-291)



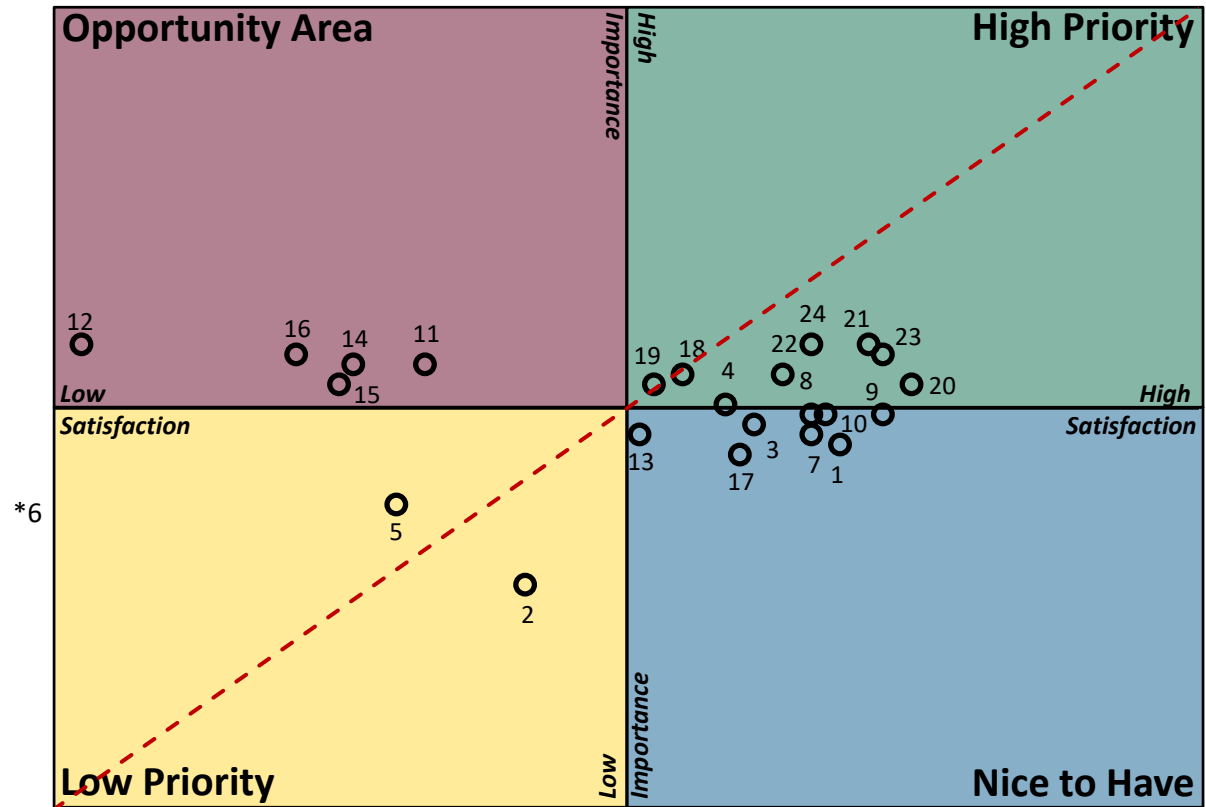
Gap Analysis: Fauntleroy/Vashon - 2017



Fauntleroy/Vashon Opportunity Areas: Efficiency of processing vehicles (12), loading crew's directions (16), loading ferries to capacity (15), loading procedures efficient (14), and buying tickets easy and quick (11) are the biggest opportunity areas. Adequate parking near terminal (6) and coordination with transit schedules (5) are underperforming.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals*
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=98-197)



* 6 is outside of displayed graph area.

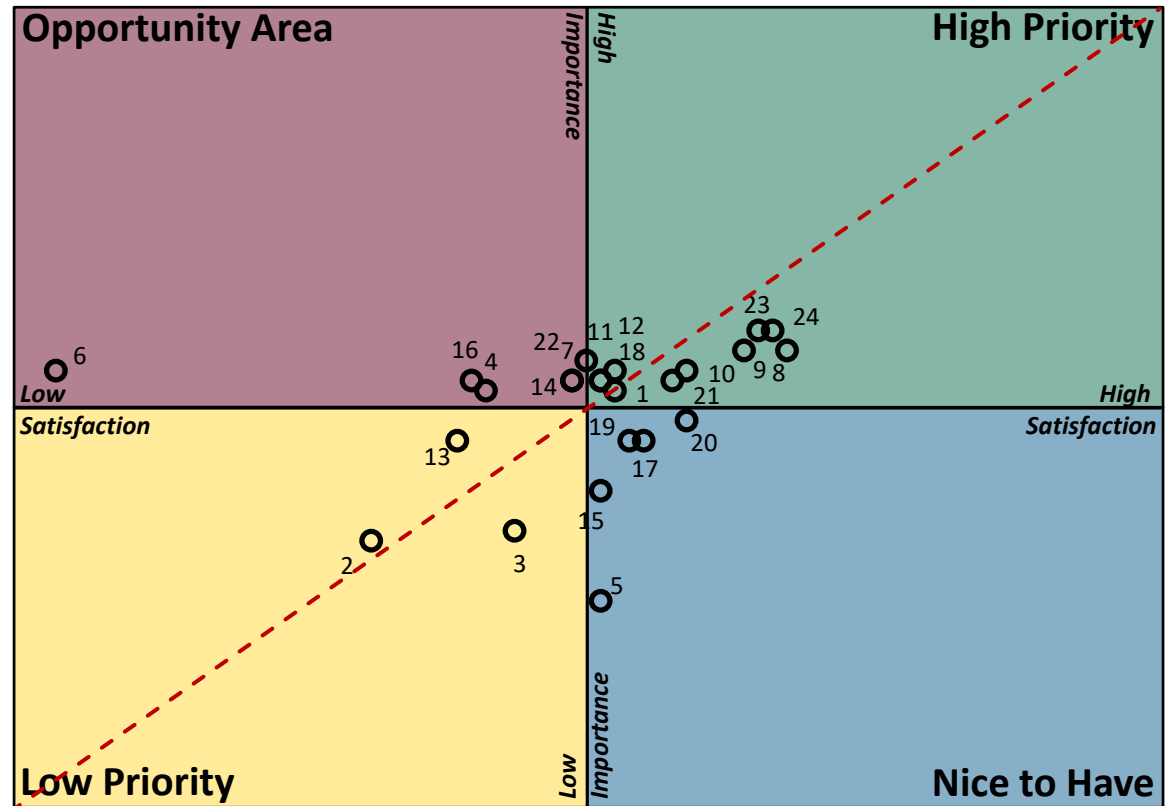
Gap Analysis: Coupeville/Pt. Townsend - 2017



Coupeville/Pt. Townsend Opportunity Areas: Adequate parking near terminal (6), loading crews provide clear directions (16) and terminal bathroom cleanliness (4) are the key opportunity areas. Terminals are comfortable (2) and vehicle loading crew is friendly (13) are not a high priority, but are underperforming.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
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15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

Satisfaction vs. Importance Ratings (n=52-148)

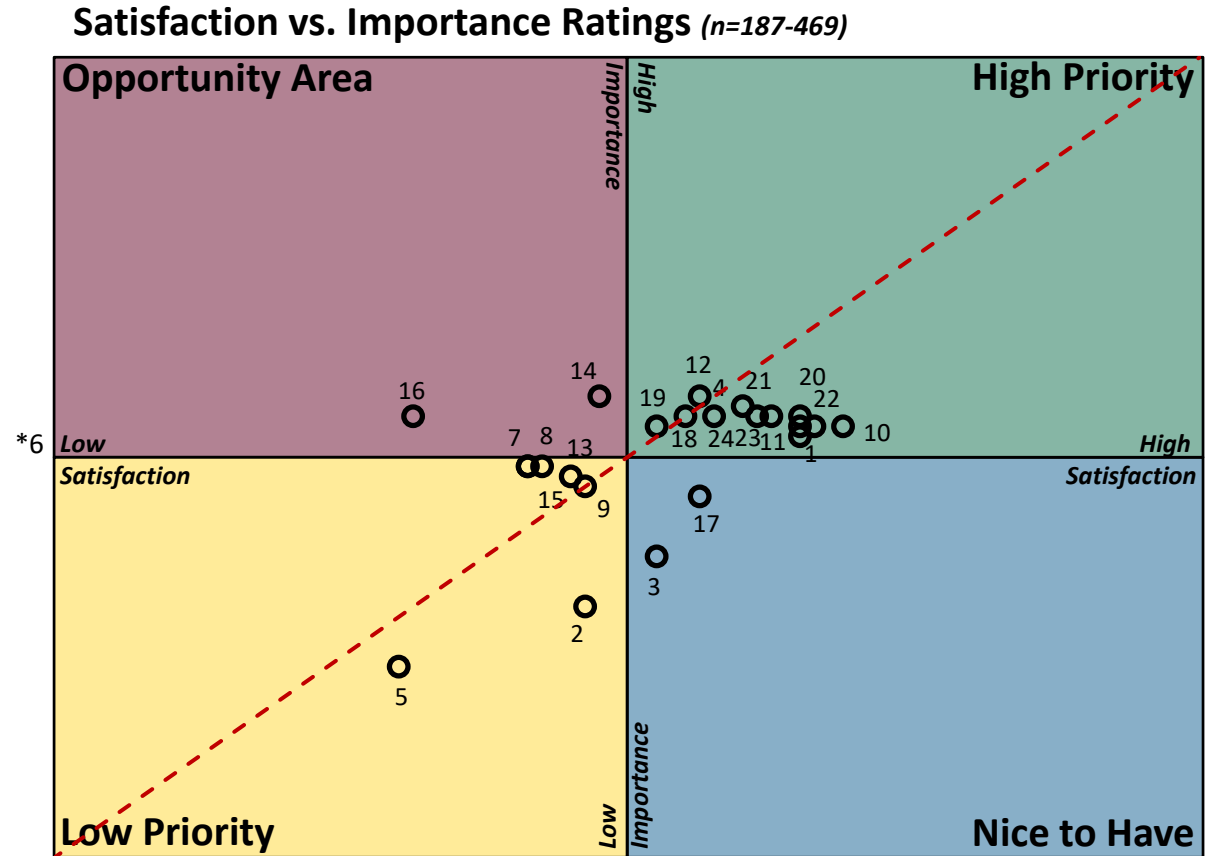


Gap Analysis: Mukilteo/Clinton - 2017



Mukilteo/Clinton Opportunity Areas: Adequate parking near terminals (6) and loading crews providing clear directions (16) are the key opportunity areas. While not considered as high of a priority, ease of loading and unloading (7) and passenger loading efficiency (8) are underperforming.

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated
6	Adequate parking near terminals*
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful

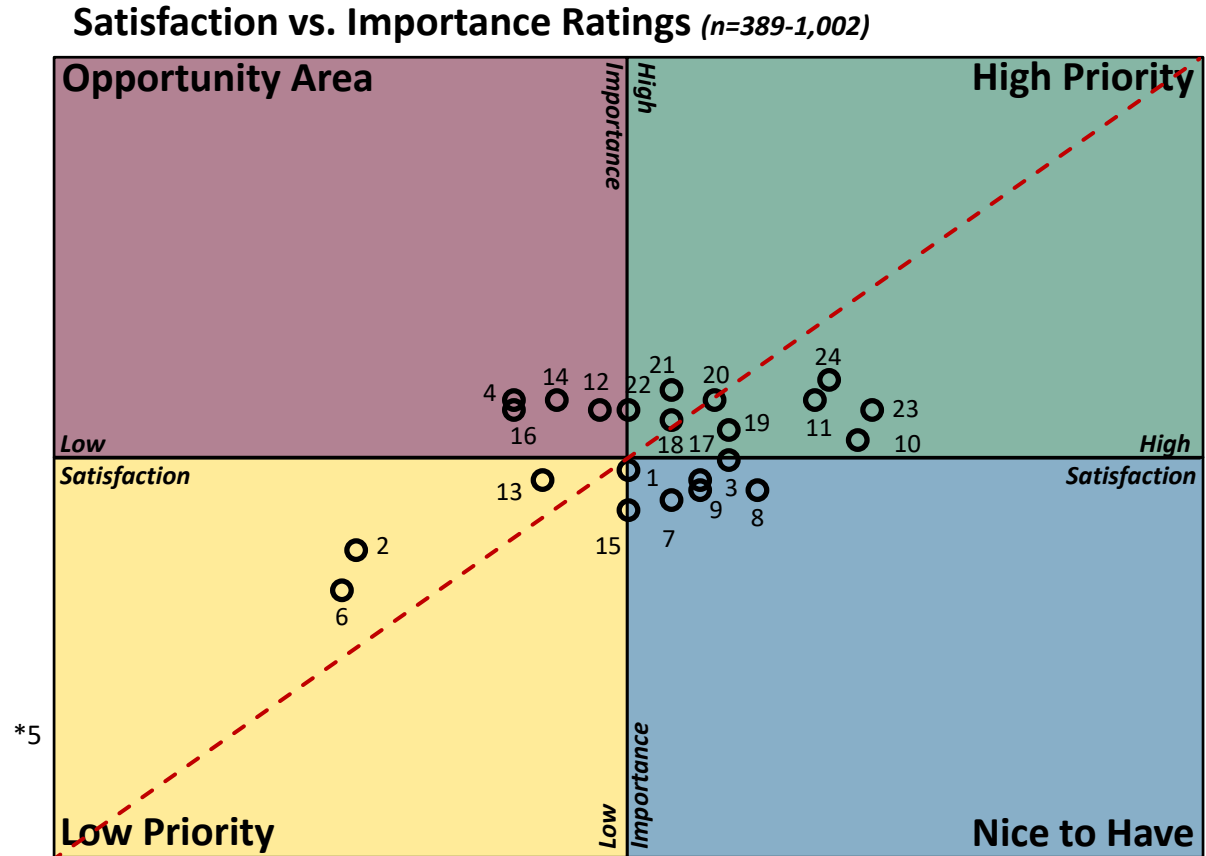


Gap Analysis: Anacortes/San Juan Islands - 2017



Anacortes/San Juan Islands Opportunity Areas: Terminal bathrooms clean (4) and loading crews provide clear directions (16) are the key opportunity area, followed by efficiency of loading procedures (14). Of lesser importance but still underperforming are transit schedule coordination (5), terminal comfortability (2) and adequate terminal parking (6).

Attribute Key	
1	Terminals are clean
2	Terminals are comfortable
3	Terminal staff is helpful
4	Terminal bathrooms clean
5	WSF and transit schedules coordinated*
6	Adequate parking near terminals
7	Easy loading/ unloading for walk-on
8	Passenger loading efficient
9	Passenger unloading efficient
10	Toll booth staff is friendly
11	Buying tickets easy and quick
12	Efficiently processes vehicles
13	Vehicle loading crew is friendly
14	Loading procedures efficient
15	Loads ferries to capacity
16	Loading crews provide clear directions
17	Unloading crew is friendly
18	Unloading procedures efficient
19	Unloading crews provide clear directions
20	Passenger seating areas are clean
21	Ferries bathrooms are clean
22	Vessels are well maintained
23	Vessel crew is friendly
24	Vessel crew is helpful



* 5 is outside of displayed graph area.

Terminals Clean and Well Maintained



Dissatisfaction is highest for Seattle/Bremerton (13%) and Seattle/Bainbridge (13%) followed by Anacortes/San Juan (8%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1971	469	175	28	167	149	62	6	112	277	488	38
The terminals are clean and well maintained	Imp. (4-5)	92%	95%	88%	91%	91%	87%	85%	100%	87%	94%	89%	79%
	Sat. (4-5)	73%	64%	62%	73%	79%	83%	92%	100%	84%	87%	70%	64%
	Dissat. (1-2)	8%	13%	13%	2%	2%	2%	0%	0%	1%	3%	8%	7%
2016	Dissat.	7%	11%	13%	3%	3%	2%	2%	11%	2%	2%	9%	5%
Change	Dissat.	+1	+2	--	-1	-1	--	-2	-11	-1	+1	-1	+2

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)											
Seattle	82%	Seattle - Homeless camped in stalls. Floors dirty and whole facility smelled.											
Bainbridge	9%	Seattle - All of the seats are falling apart. The homeless are everywhere. You have to walk through a cloud of smoke when entering or exiting the terminal. The stupid gates that are up saying this area is for ticketed passengers only do not help. Really the entire terminal should be for ticketed passengers only. Than Bainbridge. I don't feel that either terminal could be described as clean.											
Anacortes	8%	Seattle - A sink has been out of order for months, there is frequently no toilet paper in the stalls, and spills had not been cleaned up											
Bremerton	7%	Bremerton - trash everywhere.											
Fauntleroy	5%	Bainbridge - Ramp carpeting has never been cleaned or replaced in the 10 years I have lived here. It's dirty, stained, smelly and gross. Not a good impression for the keystone terminal from Seattle to the island or peninsula. Fauntleroy - It was freezing cold, the benches are extremely uncomfortable, there is no hot water, no paper towels and I was miserable waiting there.											
Attribute Key Code - 1 Overall Gap Analysis: High Priority Area		Anacortes - Is so beaten up. There is no way to keep a building in that kind of condition clean. The Anacortes terminal is seriously out of date and the surfaces are either poor quality or worn out. The terminal is undersized and over used. Permanent signs and notices are written on paper and taped up! When I walk off the ferry and into the dark terminal I feel as though I've crossed into a third world country.											

The Terminals are Comfortable



Dissatisfaction is highest for Seattle/Bremerton (26%) followed by Seattle/Bainbridge (22%) and Anacortes/San Juan Islands (18%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1971	469	175	28	167	149	62	6	112	277	488	38
The terminals are comfortable (seating, temperature, etc.)	Imp. (4-5)	81%	87%	80%	90%	77%	73%	68%	83%	77%	77%	81%	66%
	Sat. (4-5)	52%	42%	47%	52%	49%	61%	67%	83%	66%	72%	51%	47%
	Dissat. (1-2)	17%	22%	26%	18%	16%	11%	7%	0%	2%	8%	18%	10%
2016	Dissat.	17%	21%	20%	15%	14%	13%	15%	43%	6%	6%	24%	24%
Change	Dissat.	--	+1	+6	+3	+2	-2	-8	-43	-4	+2	-6	-14

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)											
Seattle	59%	Seattle - Inadequate seating. Poor temperature control.											
Bainbridge	14%	Seattle - There's not enough seating and what is there are wooden benches for the most part. Also, there is no seating past the turnstiles.											
Kingston	11%	Seattle - "Temperature varies wildly from day to day based on ambient temps. Lots of transients in and around terminal. New ad hoc 'ticketed passengers only' section is haphazard. Doors past the turnstiles continually open and close leading to confusion about when it's safe to board (those 'holding the line' between the turnstiles and the door can't see the electronic reader board)"											
Fauntleroy	8%	Bainbridge - Both Seattle and Bainbridge are cold, unwelcoming and just all concrete. Blech. Very utilitarian without any visual or physical warmth. Also huge lack of seating primarily in Seattle.											
Vashon	7%	Kingston - Kingston is horribly cold, seating is terrible while waiting, and the bathroom. Is distant shabby and cold. Edmonds is better but seating is uncomfortable and so much glass is broken.											
		Fauntleroy - Fauntleroy is in need of a major upgrade. The waiting area is small, cramped and uncomfortable. When the ferries are late and you are standing outside in the sheltered area is cold and windy.											
		Fauntleroy - Too small for the number of travelers waiting to board. When weather if rainy or cold, more than half of those walking on have to wait outside, no seating or very limited seating.											
		Fauntleroy - There's nothing comfortable about these ferry terminals. All seating surfaces are hard and not even remotely ergonomic, the terminal buildings are small, and walk-ons have to use the car ramp to load/unload.											

Attribute Key Code - 2
Overall Gap Analysis:
Low Priority Area

Terminal Staff Helpful, Competent, Knowledgeable



Dissatisfaction is highest for Seattle/Bremerton (18%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1971	469	175	28	167	149	62	6	112	277	488	38
Terminal staff is helpful, competent and knowledgeable	Imp. (4-5)	85%	83%	86%	93%	86%	89%	89%	100%	78%	82%	90%	96%
	Sat. (4-5)	71%	64%	62%	87%	78%	77%	76%	83%	76%	77%	77%	81%
	Dissat. (1-2)	8%	8%	18%	6%	5%	4%	3%	0%	4%	5%	6%	11%
2016	Dissat.	8%	9%	14%	5%	5%	6%	12%	11%	4%	6%	7%	0%
Change	Dissat.	--	-1	+4	+1	--	-2	-9	-11	--	-1	-1	+11

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)											
Seattle	63%	Seattle - Especially the Seattle tarmac, there are workers who are often very grumpy, frequently yelling in angry tones to inexperienced ferry car riders. In the Seattle terminal, there is a female employee who seems to have a mean streak.											
Mukilteo	7%	Seattle - Attitude is poor to bad, short tempered, tend to be rude and ignore people at the window.											
Fauntleroy	7%	Seattle - 9 out of 10 are rude at best. Not helpful, expect everyone to know how this works.											
Anacortes	6%	Port Townsend - staff seem annoyed that passengers are a hassle and are rather unfriendly and unhelpful or bored with their jobs and do not want to be bothered.											
Bainbridge	5%	Fauntleroy - They were unhelpful in responding to our requests to keep the terminal building open during a delay. The folks in the terminal were struggling to figure out what to do and the staff was not able or willing to help (mostly seemed concerned that their workday was over and they would need to request overtime to stay and hold the terminal open for us, even though we were stranded. (Check issue on January 25th, I believe.)											
		Edmonds - The elderly man working the pm shift on 5/4 is in need of customer service training. Myself and several other commuters have been regular recipient's of his bad attitude and lack of patience											
		Anacortes - Generally curt and I usually feel like its an imposition to ask any question. Don't even get a response to 'good afternoon.' On Shaw, completely different. Very friendly and helpful.											

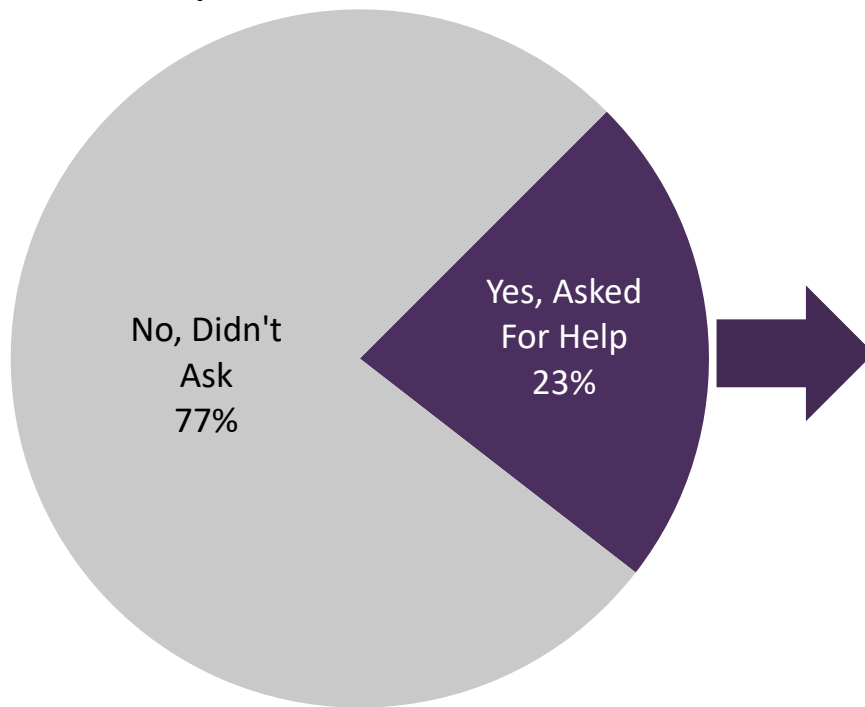
Attribute Key Code - 3
Overall Gap Analysis:
Low Priority Area

Help/Assistance From Terminal Staff

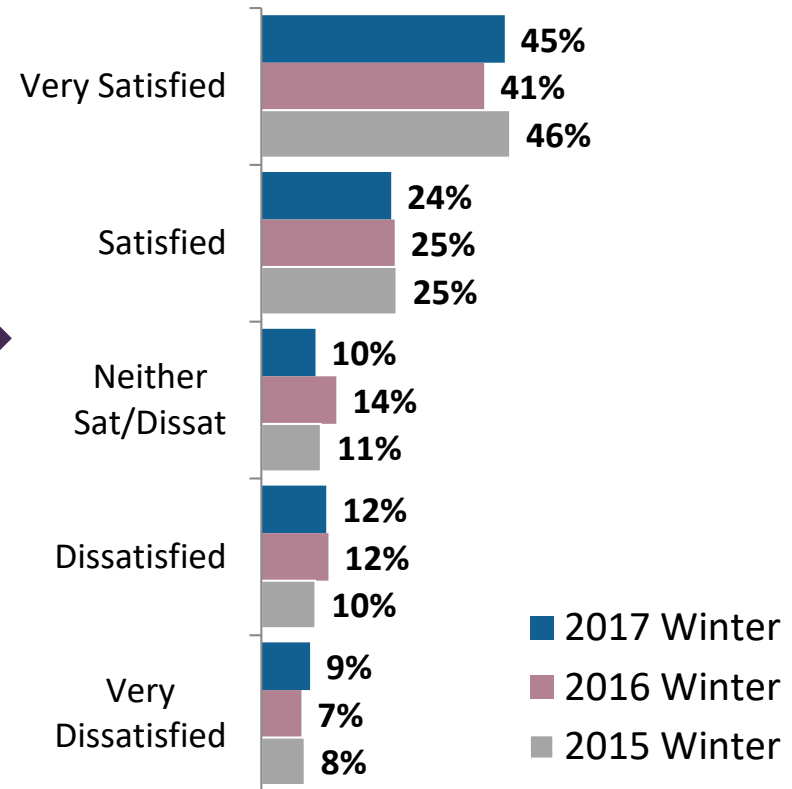


About one in four riders have asked the terminal staff for help (24%) and most (69%) say they are satisfied with the assistance they received. Just one in five (21%) were dissatisfied with the terminal staff performance.

Asked WSF Terminal Staff For Help/Assistance



Satisfaction With WSF Terminal Staff Help/Assistance (n=482 / 449 / 583)



Q100. Did you specifically ask a WSF terminal staff member for help/assistance during the Winter period (January 8th through April 1st 2017)?

Q101. How satisfied were you with the help/assistance the WSF terminal staff member gave you?

Terminal Bathrooms Clean & Well Maintained



Dissatisfaction is highest for Seattle/Bremerton (35%) followed by Seattle/Bainbridge (30%) and Point Defiance/Tahlequah (20%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1971	469	175	28	167	149	62	6	112	277	488	38
The bathrooms in the terminals are clean and well maintained	Imp. (4-5)	94%	96%	89%	84%	95%	91%	93%	100%	92%	96%	95%	89%
	Sat. (4-5)	59%	44%	38%	63%	70%	75%	73%	83%	74%	81%	62%	67%
	Dissat. (1-2)	20%	30%	35%	20%	13%	7%	6%	0%	5%	8%	15%	12%
2016	Dissat.	20%	29%	34%	20%	13%	6%	2%	0%	17%	10%	14%	16%
Change	Dissat.	--	+1	+1	--	--	+1	+4	--	-12	-2	+1	-4

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals	
Seattle	74%
Bremerton	8%
Anacortes	6%
Point Defiance	5%
Bainbridge	5%

Example of Verbatim Complaints – (complete sorted verbatims in separate document)

Seattle - Actually the bathroom behind the ticket sellers is OK. The other bathroom on that level is scary as is the one on the auto level -- not well maintained and not clean.

Seattle - Bathrooms are disgusting. Always filthy. Homeless people hanging out. No paper towels, only air dryers.

Seattle - Bathrooms need to be updated/replaced and/or cleaned more regularly, and monitored for people camping out in there, especially the ones closer to the ticket lines. One night I observed what appeared to be blood/vomit on the floor leaking out from one of the stalls (the stall was vacant at the time). I don't use the restrooms in the terminal if possible.

Seattle - Homeless people keep making a mess of the bathrooms and everything feels grimy and dirty. I don't want to touch anything in there.

Anacortes - floors have dirt build up around the edges due to 'cleaning up the middle with a mop' and the middle was STICKY. I did not want to touch anything and would never have set anything on the floor but my feet.

Edmonds - This bathroom hasn't been updated in at least 10 years. It is dark, smelly, has no proper soap or mirrors, and the stalls are dismal.

Fauntleroy - The bathrooms are danker and dirtier than most public restrooms in the Seattle area.

Attribute Key Code - 4
Overall Gap Analysis:
Opportunity Area

Sailing Schedule Coordinated w/Transit



Dissatisfaction is highest for Anacortes/San Juan Island (36%) followed by Edmonds/Kingston (19%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1573	446	163	24	152	131	49	6	55	236	274	37
WSF sailing schedule is adequately coordinated with transit services available at the terminal	Imp. (4-5)	67%	66%	64%	72%	49%	81%	81%	88%	71%	71%	68%	76%
	Sat. (4-5)	51%	53%	52%	50%	39%	52%	56%	69%	82%	59%	28%	28%
	Dissat. (1-2)	13%	10%	13%	23%	19%	13%	18%	0%	2%	6%	36%	44%
2016	Dissat.	15%	14%	17%	19%	13%	19%	21%	27%	2%	12%	35%	23%
Change	Dissat.	-2	-4	-4	+4	+6	-6	-3	-27	--	-6	+1	+21

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)	
Seattle	32%	Seattle - Ferry frequently run very late and you have to wait for bus in cold and rain. There aren't enough buses or routes near the ferry without walking uphill, which I can't do anymore. The 62 at Marion and first is only bus near ferry where you don't have to climb steep hill	
Edmonds	14%	Seattle - Metro bus schedule is poorly matched up to the ferry schedule at stops within 5 blocks of the Seattle ferry terminal.	
Anacortes	13%	Seattle - The sailing times coming from Seattle back to Bremerton don't coordinate well for commuters many years ago the scheduling for commuters was much better that there was like 4:20, 5:10 and like a 6:25 pm sailings the schedule now in place especially the 6:45 run is just crazy.	
Fauntleroy	11%	Edmonds - "The community transit buses are often late arriving at the terminal for the commute back to Kitsap due to traffic issues in downtown Edmonds, especially in the Summer when people and tourist are out in mass. A few times, the ferry has arrived late to the Edmonds terminal in the morning and I have missed either the bus or worse yet the Sounder commuter train! There are not many Sounders scheduled"	
Bremerton	10%	Fauntleroy - The rapid ride is not in sync with the ferry schedule which makes it frustrating. The bus either comes to late or to early.	

Attribute Key Code - 5
Overall Gap Analysis:
Low Priority Area

Adequate Parking Near Terminals



Dissatisfaction is highest for Mukilteo/Clinton (58%) and Fauntleroy/Vashon (45%) followed by Edmond/Kingston (25%) and Seattle/Bremerton (24%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1573	446	163	24	152	131	49	6	55	236	274	37
There is adequate parking near the terminals	Imp. (4-5)	79%	74%	71%	90%	84%	81%	79%	52%	94%	93%	77%	76%
	Sat. (4-5)	37%	41%	34%	49%	44%	24%	61%	54%	44%	22%	50%	37%
	Dissat. (1-2)	30%	19%	24%	34%	25%	45%	17%	46%	43%	58%	20%	10%
2016	Dissat.	31%	21%	25%	40%	31%	45%	33%	27%	17%	58%	15%	18%
Change	Dissat.	-1	-2	-1	-6	-6	--	-16	+19	+26	--	+5	-8

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals	
Mukilteo	22%
Bainbridge	21%
Seattle	20%
Fauntleroy	16%
Vashon	11%

Example of Verbatim Complaints – (complete sorted verbatims in separate document)

Clinton - I generally get lucky and grab one by the dock, however, when its filled, the alternative is a drive around through Clinton to a lot above the dock. The walk back up the hill an eighth of a mile followed by the equivalent of three flights of stairs is rough on older passengers.

Mukilteo - Parking in Mukilteo (so I can walk on boat, home) is almost non existent, City parking is \$\$\$\$ almost the cost of driving and located far from the boat, this will only get WORSE when the terminal moves, and I see NO plans to provide overnight parking in the plans. WSF has said repeatedly that they want people to WALK on the boat to reduce wear and extend life, however they are NOT providing anyway for the public to do that!

Seattle - There is NO affordable nor convenient parking on the Seattle side. This becomes a huge problem in summer and holidays as drive on traffic has long delays, walk-ons do not.

Vashon - Often people are parked illegally and nothing is done about it and very often if you want to walk on after 8am there is little to no parking available in the lots and you have to find a place in the neighborhood.

Bremerton - Parking is often full, requiring one to park 4 or 5 blocks away.

Bainbridge - Parking was full and had to wait for ferry arrival hope someone would pull out of a parking space and then run to catch ferry

Attribute Key Code - 6
Overall Gap Analysis:
Low Priority Area

Easy Loading/Unloading for Walk-on



Dissatisfaction is highest for Mukilteo/Clinton (14%) and Seattle/Bainbridge (12%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1573	446	163	24	152	131	49	6	55	236	274	37
WSF provides easy loading and unloading for walk-on passengers	Imp. (4-5)	93%	94%	95%	96%	95%	88%	93%	100%	95%	91%	86%	86%
	Sat. (4-5)	73%	68%	73%	84%	77%	81%	87%	87%	81%	68%	73%	71%
	Dissat. (1-2)	9%	12%	8%	6%	4%	4%	2%	12%	4%	14%	6%	10%
2016	Dissat.	11%	13%	10%	0%	6%	5%	13%	14%	7%	19%	13%	11%
Change	Dissat.	-2	-1	-2	+6	-2	-1	-11	-2	-3	-5	-7	-1

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals	
Seattle	47%
Bainbridge	31%
Mukilteo	17%
Clinton	13%
Bremerton	9%

Attribute Key Code - 7
Overall Gap Analysis:
High Priority Area

Example of Verbatim Complaints – (complete sorted verbatims in separate document)
<p>Seattle - All of the construction has not helped. I see elderly passengers (my parents) struggle with the distances from parking area to ferry. The parking lot at BI is uneven so that is hard for people with disabilities to manage as well.</p> <p>Seattle - Closing the gate 1/2 way at the boarding ramp is ridiculous. Causes a bottleneck that backs up into the terminal. There has to be a better way to count passengers boarding.</p> <p>Clinton - "Early morning first run loading often requires customers to stand in the rain and other inclement weather conditions as the ferry launches on the east side of the dock away from the terminal. Pick options for persons with disability, handicap or injury must travel a sizable distance making this difficult for some."</p> <p>Anacortes - Folks using the elevator are often stuck behind cars, and cannot get off until the cars get off. Usually at Anacortes, walk-ins unload using the overhead walk, However, on this sailing, we had to get off by the deck. We were told this only at the last minute, after the ferry had docked. Because the elevator is so slow and small, it takes many tens of minutes to get all the handicapped people down it.</p> <p>Bainbridge - In the walk on covered bridge, people line up on the right side of the rope barrier. There is a long line. Then people start walking down the left side (where people would walk when leaving the ferry). Effectively they are cutting to the front of the line. It would be good if you stopped people doing this. People should just get in the line. Put a sign indicating that people should not walk down the left.</p>

Passenger Loading Efficiency



Dissatisfaction is highest for Mukilteo/Clinton (16%) and Seattle/Bainbridge (14%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1573	446	163	24	152	131	49	6	55	236	274	37
WSF walk-on passenger loading procedures are efficient	Imp. (4-5)	93%	95%	93%	90%	95%	90%	97%	100%	96%	91%	87%	81%
	Sat. (4-5)	73%	66%	70%	83%	83%	81%	84%	82%	95%	68%	79%	77%
	Dissat. (1-2)	10%	14%	11%	11%	4%	4%	4%	0%	4%	16%	9%	6%
2016	Dissat.	11%	14%	14%	0%	1%	8%	6%	0%	5%	17%	8%	1%
Change	Dissat.	-1	--	-3	+11	+3	-4	-2	--	-1	-1	+1	+5

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)	
Seattle	55%	Seattle - Put a tennis umpire chair to let the staff member counting passengers to see everyone without having to close the gate part-way, or find another technology to better count boarding passengers (like the turnstiles!)	
Bainbridge	20%	Seattle -narrowing the walkway so you can count passengers is so 18th century. There are already problems with keeping boats on time - maybe you can come up with a more modern counting method	
Mukilteo	16%	Seattle - The practice of closing the gate half-way at the Seattle terminal (to presumably better count passengers) is inefficient and slow. There must be a better way.	
Clinton	14%	Mukilteo - using walk on passengers as the only time control method (delay boarding until after) crowd the holding pen, which has a one way entrance turnstile. There is no communication that will be done until the cars are all disembarked, so walk on passengers have assume they're to board next. The holding area at Mukilteo is inadequate, to be improved by the theoretical future terminal that is not being built.	
Bremerton	11%	Clinton - Early morning first run loading often requires customers to stand in the rain and other inclement weather conditions as the ferry launches on the east side of the dock away from the terminal. Standing in blowing rain, sometimes snow, while awaiting permission to board the vessel is avoidable and unnecessary.	
		Bremerton - Line cutters! No one can walk down and put the little rope up?	

Attribute Key Code - 8
Overall Gap Analysis:
High Priority Area

Passenger Unloading Efficiency



Dissatisfaction is low on all routes, except Anacortes/San Juan Islands (13%) and Seattle/Bainbridge (12%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		1573	446	163	24	152	131	49	6	55	236	274	37
WSF walk-on passenger unloading procedures are efficient	Imp. (4-5)	92%	95%	92%	90%	93%	90%	96%	100%	96%	89%	87%	79%
	Sat. (4-5)	76%	68%	75%	90%	86%	86%	76%	82%	92%	72%	75%	87%
	Dissat. (1-2)	8%	12%	7%	8%	1%	4%	1%	0%	3%	10%	13%	6%
2016	Dissat.	9%	12%	11%	0%	3%	4%	6%	14%	7%	12%	7%	0%
Change	Dissat.	-1	--	-4	+8	-2	--	-5	-14	-4	-2	+6	+6

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals	
Seattle	50%
Bainbridge	39%
Mukilteo	13%
Clinton	12%
Bremerton	10%

Attribute Key Code - 9
Overall Gap Analysis:
High Priority Area

Example of Verbatim Complaints – (complete sorted verbatims in separate document)

Seattle - The turnstiles are not in the right place for large commuter runs. it is total chaos when the door open. the turnstiles should be back by the windows to purchase tickets and then we are all in a huge waiting room. That way when the doors open you just walk on the ferry. should be like the New York Subway system. Using a hand tally counter (invented in PT TOWNSEND) to figure out how many people are on the boat is ridiculous. we need to use modern technology to get an accurate count and not slow down per matter of efficiency. If there were lanes, you wouldn't get so stopped up. As is, a couple traveling together with suitcases can stop commuters from getting to their busses on time.

Seattle - I would like to see a 'fast walking lane' and a 'slow walking lane' so that passengers can unload more quickly and make their transit connections, while still allowing individuals to unload at their own comfortable pace.

Bainbridge - Passengers waiting to load on the next boat are allowed into the final section of walkway/tunnel, creating a bottleneck for disembarking passengers, especially during peak boats. This has been severe enough to make me miss bus connections.

Mukilteo - We use the car ramp and it is a little disorganized, more so at Mukilteo terminal and probably delays schedule

Clinton - Overcrowded and feels insufficient. No overhead loading causing the ferries to be late and a subsequent schedule change. Unacceptable. Overhead loading has been on the 'Long range Plan' for years, but never gets done. Currently planned for 2026! You're kidding, right? No overhead loading causing the ferries to be late and a subsequent schedule change. Unacceptable.

Buying Tickets is Easy and Quick



Dissatisfaction is highest for Fauntleroy/Vashon (23%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		2922	471	141	50	287	198	88	9	150	491	980	57
WSF makes buying tickets easy and quick	Imp. (4-5)	96%	97%	94%	92%	96%	95%	99%	100%	94%	96%	96%	94%
	Sat. (4-5)	81%	82%	91%	81%	89%	54%	74%	33%	83%	85%	83%	92%
	Dissat. (1-2)	6%	5%	1%	0%	3%	23%	7%	28%	4%	4%	5%	2%
2016	Dissat.	6%	4%	3%	14%	3%	15%	10%	9%	10%	3%	5%	3%
Change	Dissat.	--	+1	-2	-14	--	+8	-3	+19	-6	+1	--	-1

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)	
Fauntleroy	45%	Fauntleroy - I have had several times when ticket takers were slow to complete the transaction resulting in my not getting on a ferry, which left partially full. There have been times when for unexplained reasons, a car sat at the window for several minutes or in one case it sat there until the ferry had completely left the terminal partially full. there is no option for ticketed cars to drive around the ticket booth.	
Seattle	20%	Fauntleroy - I missed ferries which were not full because people in front of me were buying tickets and I could not get past them.	
Mukilteo	10%	Fauntleroy - Inadequate holding capacity on dock. Not enough riders buy ticket ahead of time. Two operating booths are not enough to process the remaining ferry capacity after dock has been emptied and ferry departure	
Edmonds	10%	Seattle - Never enough booths open at peak hours, only in non peak...this is absolute incompetence from a planning perspective. Plus, booth workers are glacially slow...haven't they done this thousands of times? It should be much more efficient. The McDonald's drive through puts the ferry toll booths to shame.	
Bainbridge	10%	Mukilteo - Getting thru the toll booth should be super fast. I've been trapped behind chatting folks and missed ferries because of it. There should be kiosks on the ferries to allow folks to buy passes and tickets during the crossing so it doesn't suck up time at the toll booth.	

Attribute Key Code - 11
Overall Gap Analysis:
High Priority Area

Efficiently Process Vehicles



Dissatisfaction is highest for Fauntleroy/Vashon (47%) followed by Anacortes/San Juan Islands (13%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		2922	471	141	50	287	198	88	9	150	491	980	57
WSF efficiently processes vehicles through ticket lanes	Imp. (4-5)	97%	98%	95%	96%	97%	97%	98%	100%	93%	98%	95%	93%
	Sat. (4-5)	71%	75%	78%	61%	78%	30%	62%	32%	82%	80%	68%	77%
	Dissat. (1-2)	12%	10%	4%	11%	5%	47%	22%	57%	4%	7%	13%	3%
2016	Dissat.	11%	10%	5%	17%	6%	31%	18%	41%	5%	6%	18%	13%
Change	Dissat.	+1	--	-1	-6	-1	+16	+4	+16	-1	+1	-5	-10

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)	
Fauntleroy	49%	Fauntleroy - Best case, more lanes should be added at the Fauntleroy dock. Barring that, the shoulder on Fauntleroy Way should have added ferry signage to direct traffic, and should be made into a no-parking anytime lane at least up until Trenton St. Police Officers truly help loading and unloading efforts, but a ferry coordinated signal at the end of the dock would work even better.	
Seattle	22%	Fauntleroy - Boats leave partially empty, even though there is a long time because you can't get people through the booths fast enough. You have to force people to buy tickets ahead of time!	
Bainbridge	11%	Fauntleroy - Cars that already had their tickets used to be able to go through the bypass lane. Now we have to wait for people buying their tickets before we can get in a lane. This is very inefficient and causes ferries to leave not fully loaded which starts the backup of vehicles trying to get on the ferry.	
Mukilteo	8%	Seattle - Some ticket sellers are so much slower or maybe they are talking to drivers too much. But it makes being in the 'wrong lane' frustrating	
Anacortes	8%	Seattle - Ticket taker was so slow that we missed the 9 p.m. ferry. We were close to the time of boarding but had time to get on. We watched as other cars in other lanes finished more quickly. We did not..	
		Mukilteo - Should not shut down ticket lanes when there is still space in the staging area. Sitting in the backup lane wastes fuel and requires constant attention. Parked in the staging area allows trips to washroom or to Ivars.	

Attribute Key Code - 12
Overall Gap Analysis:
Opportunity Area

Vehicle Loading Efficiency



Dissatisfaction is highest for Fauntleroy/Vashon (24%) followed by Anacortes/San Juan Islands (14%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		2922	471	141	50	287	198	88	9	150	491	980	57
WSF vehicle loading procedures are efficient	Imp. (4-5)	96%	98%	94%	98%	96%	95%	90%	100%	93%	98%	96%	91%
	Sat. (4-5)	72%	75%	76%	71%	80%	49%	63%	60%	80%	73%	65%	77%
	Dissat. (1-2)	10%	8%	9%	11%	7%	24%	10%	2%	6%	9%	14%	12%
2016	Dissat.	9%	6%	3%	16%	6%	14%	18%	29%	6%	9%	15%	12%
Change	Dissat.	+1	+2	+6	-5	+1	+10	-8	-27	--	--	-1	--

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)											
Fauntleroy	29%	Fauntleroy - "Ferry boat loading employees don't get out of the way when directing vehicles to another lane. They purposely want to get hit. Ferry boat loading employee, esp. one by the name of Joe on the 5pm to Vash/SW, holds grudges; he wants to talk to drivers regarding his directions - very defensive and he holds grudges. Ferry boat loaders, many don't work as a team you can tell they hate each other. So why do you hire employees like these and want their peers to get hurt. Quit having the Vashon people"											
Seattle	24%	Seattle - Did not load in order of arrival. He let a whole lane that arrived after me load before my lane. Me along with 3 other vehicles had to back off the ramp.											
Mukilteo	15%	Anacortes - All I can say is go to the Canadian ferry system and watch how they do it. So much more efficient. Efficiency is not anything that's WSF system seems to have it in mind. Everything seems to be slow and antiquated including your business systems. How long was it before you would take credit cards when they were the norm in all business transactions in the rest of the world?											
Bainbridge	13%	Anacortes - The WASHINGTON STATE FERRY WORKERS ARE ARROGANT AND DON'T HAVE ANY GOOD COMMON SENSE OF HOW TO PLACE THE VEHICLES ON THE FERRIES. They are only parking attendants, but act as if they are God.											
Anacortes	11%	Bainbridge - I have too many times to count observed the ferry leave with plenty of room for the few cars left behind - that were held back at the ticket booth until the ferry whistle blew, There was plenty of time to load them before that.											
		Mukilteo - "One of the male loading employees, tends to scream all the time, seemingly at random times. At times, his hand signals are unclear, and he gets visibly frustrated when people are unable to read his mind. I've watched him yell at someone nearly every time he loads passengers - it's disturbing and unnecessary. Furthermore, when departing and seeing the ferry is NOT full, is very frustrating."											

Attribute Key Code - 14
Overall Gap Analysis:
Opportunity Area

Loads Ferries to Capacity



Dissatisfaction is highest for Fauntleroy/Vashon (22%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		2922	471	141	50	287	198	88	9	150	491	980	57
WSF loads ferries to capacity with little room between vehicles	Imp. (4-5)	89%	90%	84%	98%	87%	93%	86%	100%	82%	91%	85%	83%
	Sat. (4-5)	71%	74%	69%	65%	80%	48%	72%	45%	82%	69%	70%	77%
	Dissat. (1-2)	10%	11%	8%	15%	4%	22%	14%	45%	4%	10%	9%	8%
2016	Dissat.	9%	6%	5%	7%	4%	18%	17%	12%	10%	11%	11%	11%
Change	Dissat.	+1	+5	+3	+8	--	+4	-3	+33	-6	-1	-2	-3

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals	
Fauntleroy	31%
Seattle	24%
Bainbridge	22%
Mukilteo	17%
Clinton	13%

Attribute Key Code - 15
Overall Gap Analysis:
Low Priority Area

Example of Verbatim Complaints – (complete sorted verbatims in separate document)
Fauntleroy - Because it happens constantly at Fauntleroy, for the previously mentioned problems getting through the toll booth. Idiotic, and ultimately, avoidable, if WSF would pull it's head out of it's nether parts.
Fauntleroy - Crew members are not always there to pull the vehicles forward. I have seen cars stop almost a full vehicle length short of where they should be.
Fauntleroy - Ferry crew no longer makes sure hardly any space is between each car. So cars park on the ferry where ever they want with lots of space. I will say in the afternoon the crew on the Fauntleroy dock fill the ferry by waiting for the cars to move through the toll booth. That is a change. So by realizing that it is better to leave full rather than keep to a schedule by leaving before the ferry is fully loaded when the line up on Fauntleroy is long.
Seattle - WSF is trying to squeeze too many cars on each boat. The cost of cars today makes it too expensive to risk the damage by putting the cars too close; this policy needs to change even if it means 1 or 2 cars don't make a boat.
Bainbridge - Too tightly packed. After stopping car and preparing to exit, told to get back in and pull up.
Bainbridge - Early in the loading, there seems to be an abundance of room between vehicles. It gets much more crowded the further back on the boat you get. I believe this indicates a lack of planning by the loading crew.
Mukilteo - left space between cars and at the back of the ferry when cars were waiting.

Vehicle Loading Crews Provide Clear Directions



Dissatisfaction is highest for Fauntleroy/Vashon (22%) followed by Mukilteo/Clinton (16%) and Anacortes/San Juan Islands (15%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		2922	471	141	50	287	198	88	9	150	491	980	57
WSF vehicle loading crews provide clear directions / hand signals	Imp. (4-5)	96%	96%	95%	94%	97%	96%	97%	100%	93%	96%	96%	92%
	Sat. (4-5)	65%	71%	72%	54%	73%	45%	64%	88%	73%	60%	62%	65%
	Dissat. (1-2)	13%	10%	9%	14%	7%	22%	17%	12%	11%	16%	15%	8%
2016	Dissat.	14%	8%	12%	18%	12%	20%	25%	47%	9%	18%	18%	16%
Change	Dissat.	-1	+2	-3	-4	-5	+2	-8	-35	+2	-2	-3	-8

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Terminals		Example of Verbatim Complaints – (complete sorted verbatims in separate document)											
Seattle	23%	Seattle - Directions and signals seem to have no standard since everyone on the deck crew does some variation that's different from everyone else's. I've also seen the deck crew giving contradictory directions to a single vehicle and then yelling at the driver for being confused. Pathetic!											
Fauntleroy	22%	Seattle - Guys, I know it's cold sometimes, but that's why you wear gloves. When you stand there with your hands in your pockets and chatting to each other, and NOT giving signals to the vehicles loading, don't get mad because we didn't read your mind. On where you wanted us to go.											
Mukilteo	22%	Fauntleroy Too lazy to move their hand. Then they prompt you forward then tell you to slow down. What do you want fast or slow jeez											
Clinton	19%	Fauntleroy - Too often, ambiguous hand signals are given, like pointing one way & then changing his or her mind at the last second, & if the driver can't figure out which direction he or she REALLY means, the driver gets yelled at by that crew member, which I find extremely offensive!!											
Bainbridge	16%	Mukilteo - There is one female who's hand signals are very weak and impact the time it takes for cars to leave the holding area and board the ferry.											
		Clinton - In training ferry personnel, you should make certain that hand signals are given absolutely the same among all the ferry loaders all the time. And the loaders could be more polite when drivers misinterpret the signals.											

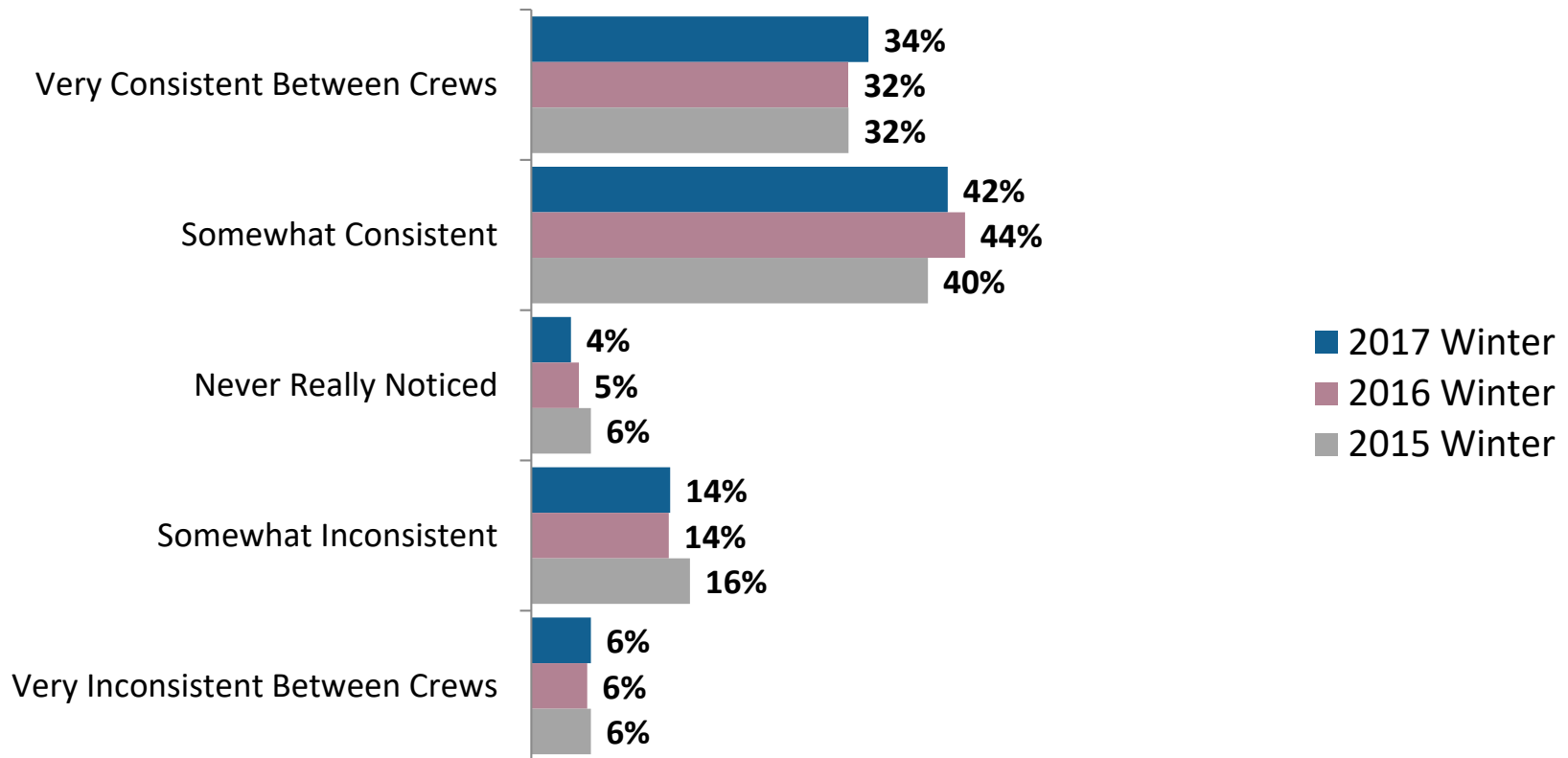
Attribute Key Code - 16
Overall Gap Analysis:
Opportunity Area

Consistent Hand Signals/Directions



Most riders (76%) say the loading/unloading crews hand signals/directions are consistent across crews. About one in five (20%) say they are not consistent.

**Consistency of Hand Signals Asked Of Vehicle Drivers Only
(n=2,922 / 2709 / 2130)**



Q97. (ASKED OF VEHICLE DRIVERS ONLY) How would you rate the consistency of the vehicle loading/unloading hand signals/directions you get from the different ferry/dock crews?

Passenger Seating Areas Clean and Comfortable



Dissatisfaction is highest for Seattle/Bremerton (15%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3043	530	199	43	291	197	95	9	148	469	1002	60
The ferry passenger seating areas are clean and comfortable (seating, temperature, etc.)	Imp. (4-5)	95%	97%	97%	92%	95%	93%	88%	100%	89%	95%	96%	94%
	Sat. (4-5)	82%	80%	59%	86%	87%	88%	87%	84%	88%	90%	76%	76%
	Dissat. (1-2)	4%	3%	15%	1%	3%	2%	1%	0%	2%	1%	6%	7%
2016	Dissat.	5%	6%	17%	2%	3%	2%	4%	0%	4%	2%	6%	2%
Change	Dissat.	-1	-3	-2	-1	--	--	-3	--	-2	-1	--	+5

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Vessels		Example of Verbatim Complaints – (complete sorted verbatims in separate document)											
Walla Walla	43%	Chelan, Hyak, Elwha, Yakima - Seating is a back pain. Seats are ugly. Boat looking like an old truck. Bubble gums stuck to the under side of tables. It is clean externally, but looks tired and not very nice.											
Kaleetan	27%	Elwha, Yakima - Ferry seating and comfortable do NOT belong in the same sentence. Most seating in all ferries have NO LOWER BACK SUPPORT. The Samish DOES have some comfortable individual seats											
Hyak	24%	Kaleetan, Hyak - Floors have stuff on them for days at a time the same tables can have sticky stuff on them never clean unless the passenger sitting there does it. But yet the crew has time to bs with certain passenger or hide in there room											
Tacoma	22%	Salish - The seats are like rocks, and the heating ducts consistently blow cold air onto the seated passengers (winter and summer!)											
Puyallup	21%	Tokitae - How sad that the glorious ferries of old have been turned into cattle cars as exhibited by the Tokitae. Rows of seats. No adequate armrests, no tables, few people. Complete lack of aesthetics...											
		Puyallup, Samish - The crew doesn't waste a lot of time (or, in most cases, ANY time) cleaning tables between sailings. So it's highly likely that you'll sit in a booth only to find that the previous passenger there spilled something all over -- because everything you put on the table (including your shirt sleeves) STICK to the TABLE!											
		Puyallup, Spokane - dust bunnies, dirty windows, full trash cans											

Attribute Key Code - 20
Overall Gap Analysis:
High Priority Area

Ferries Bathrooms are Clean/Maintained



Dissatisfaction is highest for Seattle/Bremerton (16%).

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3043	530	199	43	291	197	95	9	148	469	1002	60
The bathrooms on the ferries are clean and well maintained	Imp. (4-5)	97%	98%	95%	96%	97%	97%	99%	100%	94%	97%	97%	96%
	Sat. (4-5)	75%	71%	54%	81%	78%	85%	84%	85%	88%	83%	73%	85%
	Dissat. (1-2)	7%	9%	16%	1%	7%	3%	4%	0%	2%	4%	7%	5%
2016	Dissat.	8%	9%	16%	7%	9%	1%	5%	11%	12%	4%	8%	4%
Change	Dissat.	-1	--	--	-6	-2	+2	-1	-11	-10	--	-1	+1

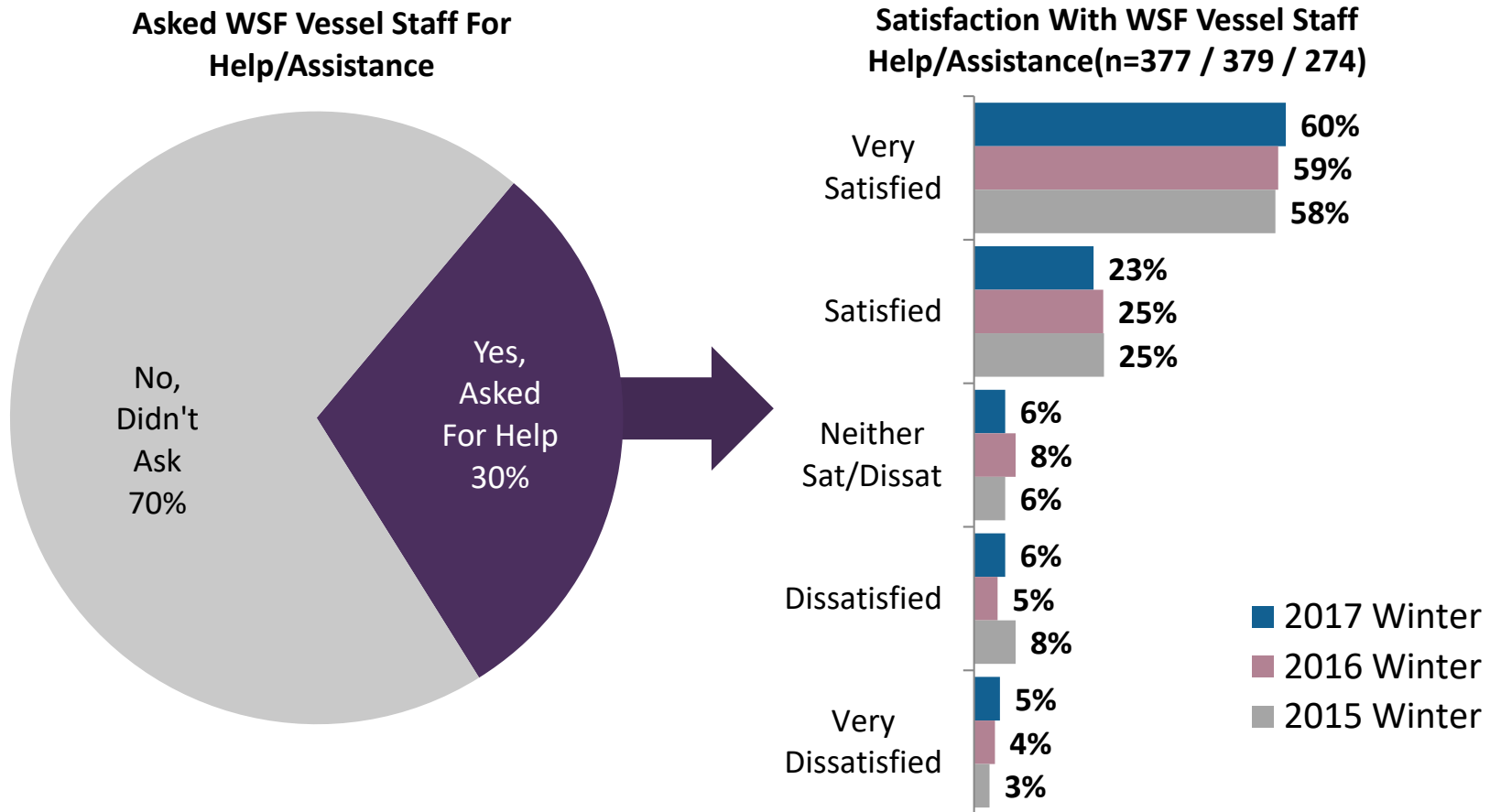
**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Vessels		Example of Verbatim Complaints – (complete sorted verbatims in separate document)	
Walla Walla	46%	Chelan, Elwah, Yakima	- Because, the floors, toilets and fixtures are incredibly filthy!
Puyallup	24%	Elwah, Yakima	- men's restroom dirty, smelled of urine, I don't think the mop bucket had been cleaned out in a long time
Kaleetan	24%	Hyak	- These bathrooms need to be steam cleaned. There is dirt in the corners that has been there for years. I have observed the same piece of debris in the same place for weeks on end.
Tacoma	24%	Kaleetan, Hyak	- Bathroom smell like urine and toilets and counter area are fealty especially the first run in the morning and yet when you same something they just shrug there shoulders like oh well
Hyak	19%	Kaleetan, Walla Walla	- My pet peeve. Cleaning crew leaves mops, pails and other gear in the bathrooms -- often leaning against a locker marked for equipment. provides very negative image for ferries.
Attribute Key Code - 21 Overall Gap Analysis: High Priority Area		Puyallup	- All I can say is I hope the mechanical systems are maintained better than the bathrooms! They are perpetually disgusting! The giant floor fans blowing the smells out to the surrounding seating area is a nice touch too.
		Wenatchee, Tacoma	- The bathrooms are terribly disgusting. Finishes are difficult to clean, dirt smudged all over the stalls. Why can't the ferry workers clean bathrooms during the crossing instead of sitting around in the first mate's office?

Help/Assistance From Vessel Staff



About three in ten riders have asked the vessel staff for help and most (83%) were satisfied with the assistance they received. About one in ten (11%) were not satisfied.



Q103. Did you specifically ask a WSF vessel staff member for help/assistance during the Winter period (January 8th through April 1st 2017)?

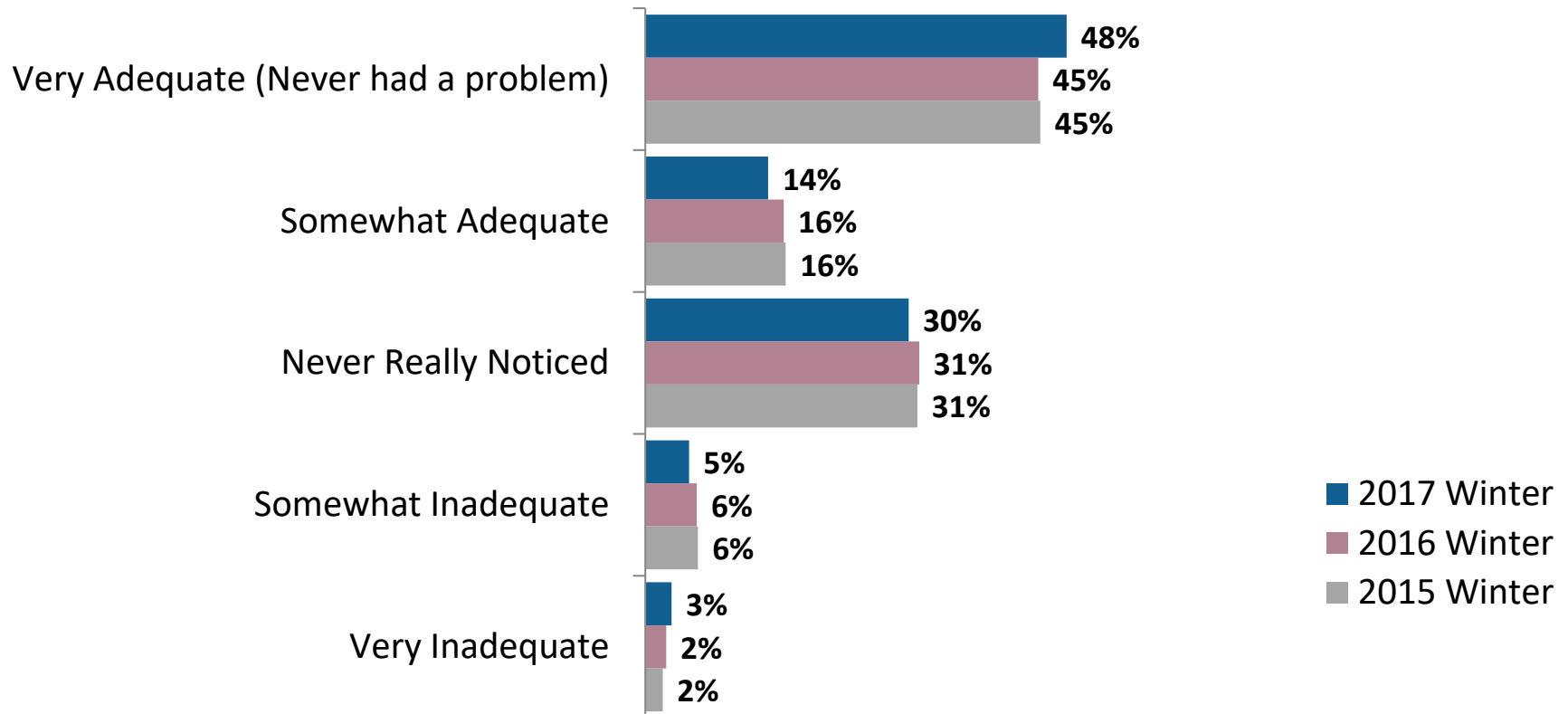
Q104. How satisfied were you with the help/assistance the WSF vessel staff member gave you?

Vessel Crew Control Of Disruptive Passengers



Only one in twelve riders (8%) say the vessel crew does not do an adequate job controlling disruptive passengers and enforcing the noise and pet rules.

Adequacy of Vessel Crew Controlling and Enforcing Noise/Pet Rules (n=3,043 / 2855 / 2268)



Q78. (ASKED OF PASSENGER DECK PEOPLE ONLY) How adequate a job does the vessel crew do in controlling disruptive passengers and enforcing the noise and pet rules?

On Time Departures



Dissatisfaction is highest for Fauntleroy/Vashon (24%) and Fauntleroy/Southworth (13%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3336	566	223	54	320	218	103	11	168	537	1070	66
WSF has on-time/dependable departures	Imp. (4-5)	96%	97%	99%	93%	95%	91%	95%	78%	95%	95%	96%	96%
	Sat. (4-5)	76%	76%	84%	72%	91%	47%	58%	53%	88%	78%	70%	71%
	Dissat. (1-2)	8%	7%	4%	21%	3%	24%	13%	0%	4%	7%	10%	4%
2016	Dissat.	10%	9%	6%	12%	4%	32%	24%	38%	3%	3%	9%	12%
Change	Dissat.	-2	-2	-2	+9	-1	-8	-11	-38	+1	+4	+1	-8

**Among those routes that have a substantial number of respondents.*

Top 5 Unsatisfactory Routes		Example of Verbatim Complaints (complete sorted verbatims in separate document)	
FAU/VASHON	36%	Load cars more efficiently. Often the boats seem to get behind schedule as the day progresses and crew seems to just accept that boats will depart late.	
SEA/BAINBRIDGE	23%	Be honest in announcing delays. Sometimes there is no announcement and we just stand around waiting.	
MUK/CLINTON	17%	"start loading the ferry well before departure. Inconsistent each time"	
ANA/SAN JUAN	10%	It is hard to tell the reasons...which I am sure are many. Fauntleroy lines and booths are inefficient at getting cars through and boats get behind not waiting to leave unfilled which they sometimes do anyway. One slip on F side can cause waiting for an on time ferry to get in and unload. Allowing passengers to walk on before cars when the boat is late is a waste and should have to wait until the end. Etc. point defiance usually fine. The worst is canceled sailings and the need to drive around	
STHWORTH/VASH	9%	It is not uncommon for boats to wait for another boat to depart the Fauntleroy dock. That probably is the result of a mixed bag of vessels plying the route, but it also seems like inefficient scheduling.	
		Again hit or miss, but particularly bad when a slow boat like the Tilikum is put on the route.	
		Make sure crews are accountable for missing shifts. Not enough crew means the boat doesn't run.	

On Time Arrivals



Dissatisfaction is highest for Fauntleroy/Vashon (19%) and Fauntleroy/Southworth (13%).*

Ratings on a 5 point scale (1=low, 5=high)		TOTAL	SEA/ BAIN	SEA/ BRE	PTD/ TAH	EDM/ KIN	FAU/ VAS	FAU/ SOU	SOU/ VAS	PTT/ COU	MUK/ CLI	ANA/ SJI	INTER SJI
Respondents		3336	566	223	54	320	218	103	11	168	537	1070	66
WSF has on-time/dependable arrivals	Imp. (4-5)	94%	96%	97%	88%	94%	90%	95%	78%	94%	94%	96%	94%
	Sat. (4-5)	77%	77%	85%	74%	89%	49%	59%	64%	88%	80%	70%	70%
	Dissat. (1-2)	7%	6%	4%	11%	3%	19%	13%	0%	4%	6%	9%	6%
2016	Dissat.	8%	8%	4%	14%	4%	25%	18%	31%	3%	3%	10%	11%
Change	Dissat.	-1	-2	--	-3	-1	-6	-5	-31	+1	+3	-1	-5

**Among those routes that have a substantial number of respondents.*

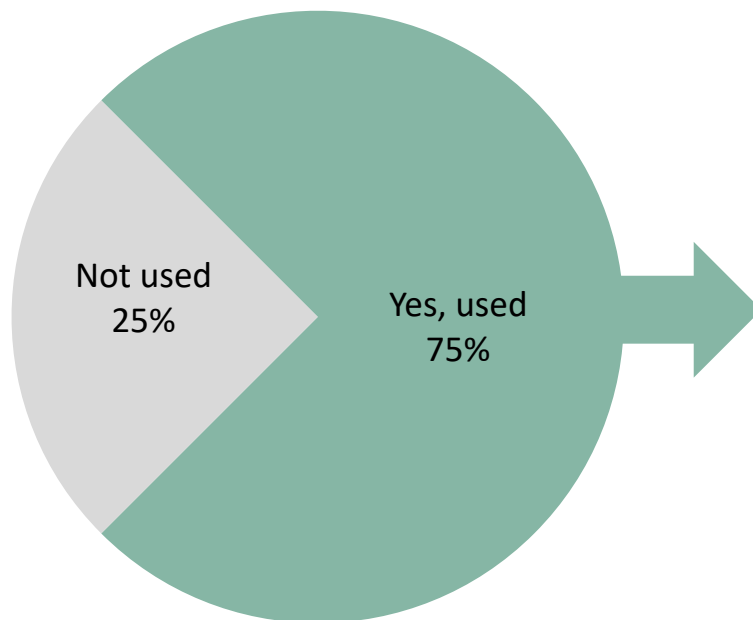
Top 5 Unsatisfactory Routes		Example of Verbatim Complaints (complete sorted verbatims in separate document)	
FAU/VASHON	31%	"The ferries I ride are more often late than they are on time. It makes life frustrating when you have to cancel appointments or show up late because you can't rely on the posted ferry schedule. The cancellations of sailings because of lack of coast guard personnel is UNACCEPTABLE."	
SEA/BAINBRIDGE	23%	This is very variable, the only time very frustrating is when they don't have adequate crew, it is inexcusable. Christmas Eve was very poorly managed. No excuse for this terrible level of service regardless of the circumstances. Should have had back up, Seahawks game, Christmas Eve, etc. horrid service.	
MUK/CLINTON	16%	The Tokatie is ALWAYS late. Even on its FIRST RUN IN THE MORNING!!! We had a dependable 30 minute run for years and years and now we can count on it being late each time.	
EDM/KINGSTON	11%	On time performance does not appear to be a priority of the captain or the crew. I think it is so they get over time each time there shift runs late.	
ANA/SAN JUAN	11%	Clearer communication, better maintenance of vessels, not scheduling vessels to arrive at dock simultaneously.	
		We experienced a much higher than normal level of maintenance issues that took vessels out of service and created schedule disruption, it seemed like this winter. I know it's hard given budgets and aging boats, but we rely on these vessels for service and need them to be in good mechanical shape.	

Using WSF Website

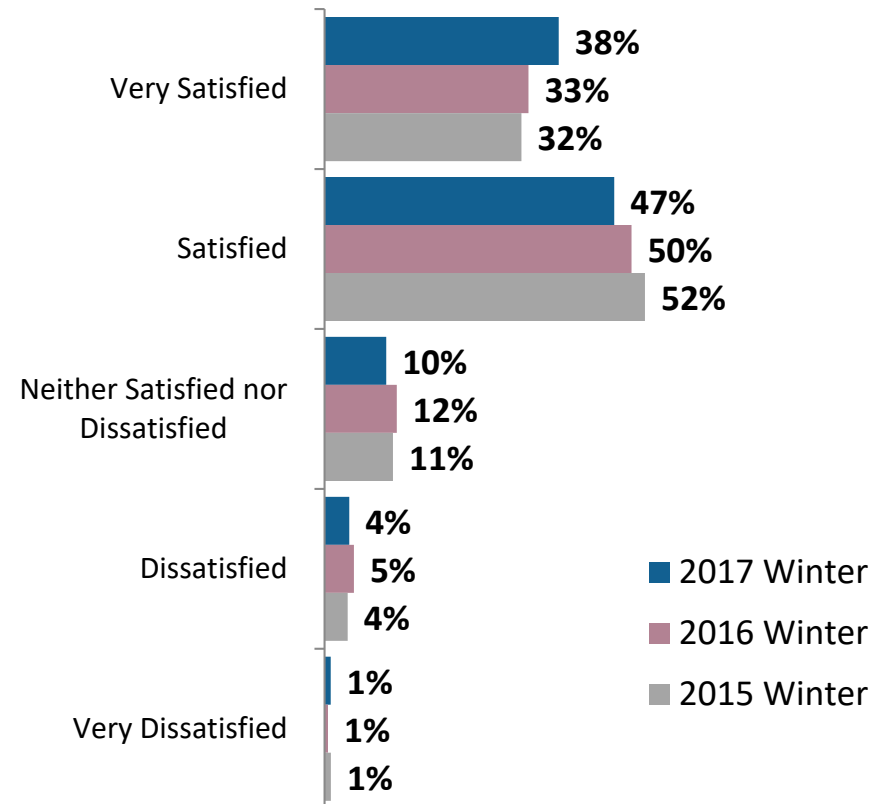


Three-fourths of riders (75%) have used the WSF website and most (85%) continue to say they are satisfied with their experience while 5% say they are dissatisfied.

Used WSF Website



Experience Using Website (n=2,695 / 2,491 / 1,910)



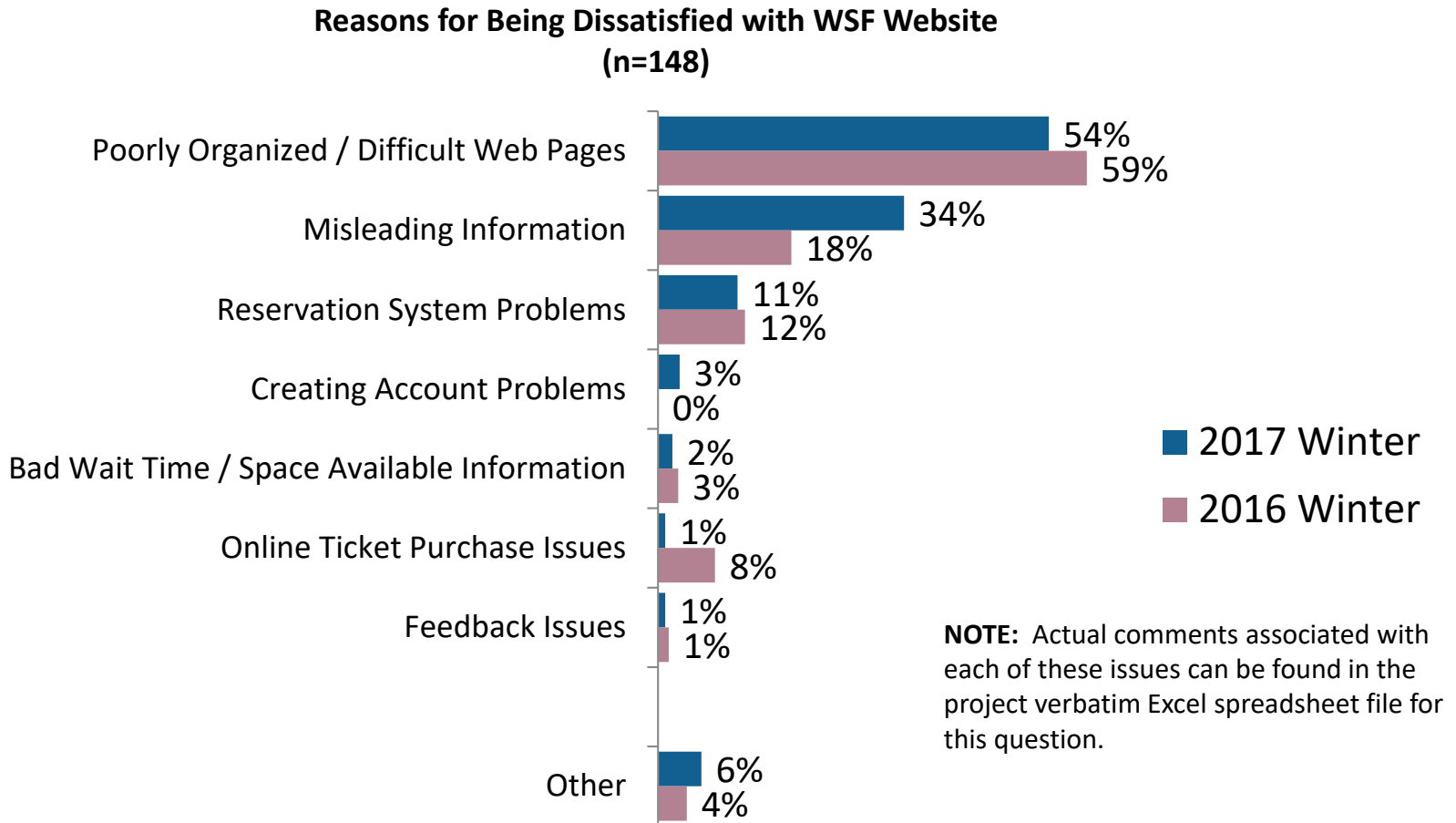
Q90. During the Winter Schedule period (January 8th through April 1st 2017), have you for any reason used the WSF website?

Q91. How satisfied were you with your experience using the WSF website?

Reasons for Dissatisfaction with Website



There has been a 5 point decrease in the number who think the website is poorly designed and a 16 point increase in those that think the website contains misleading information.



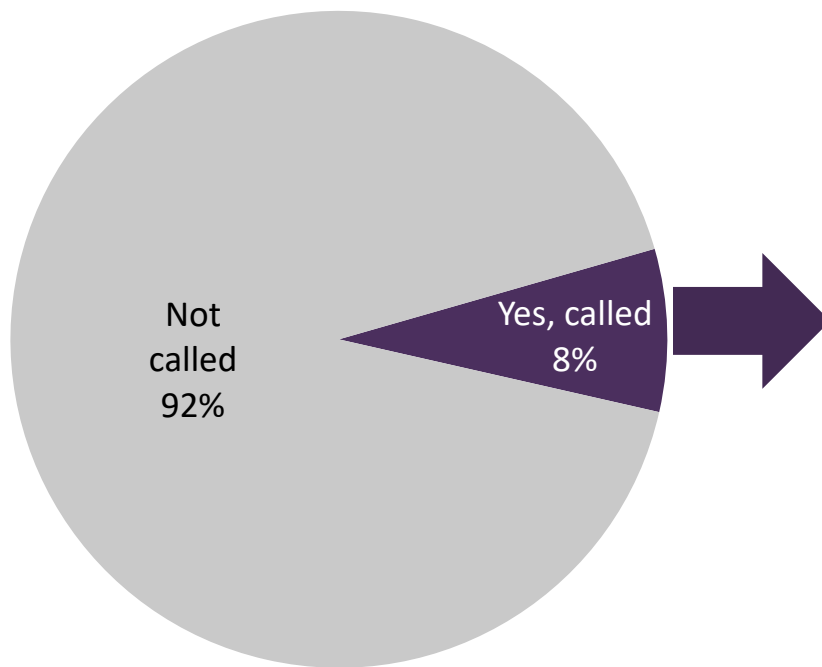
Q92. (ASKED OF DISSATISFIED WEB USERS ONLY) What specifically about your experience with the WSF website made you dissatisfied?

Calling WSF Customer Service by Phone

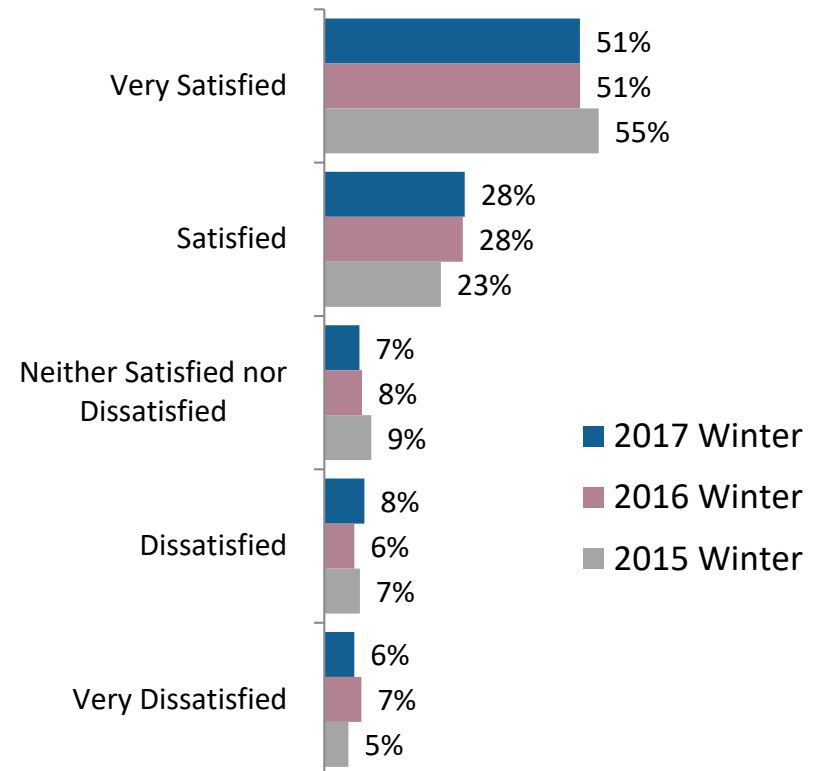


Only one-in-ten (8%) riders have contacted WSF customer service by phone and most (79%) are satisfied and 14% are dissatisfied with their experience.

Called WSF Customer Service



Experience Calling WSF (n=397 / 412 / 332)



Q93. During the Winter Schedule period (January 8th through April 1st 2017), have you for any reason called WSF Customer Service by phone?

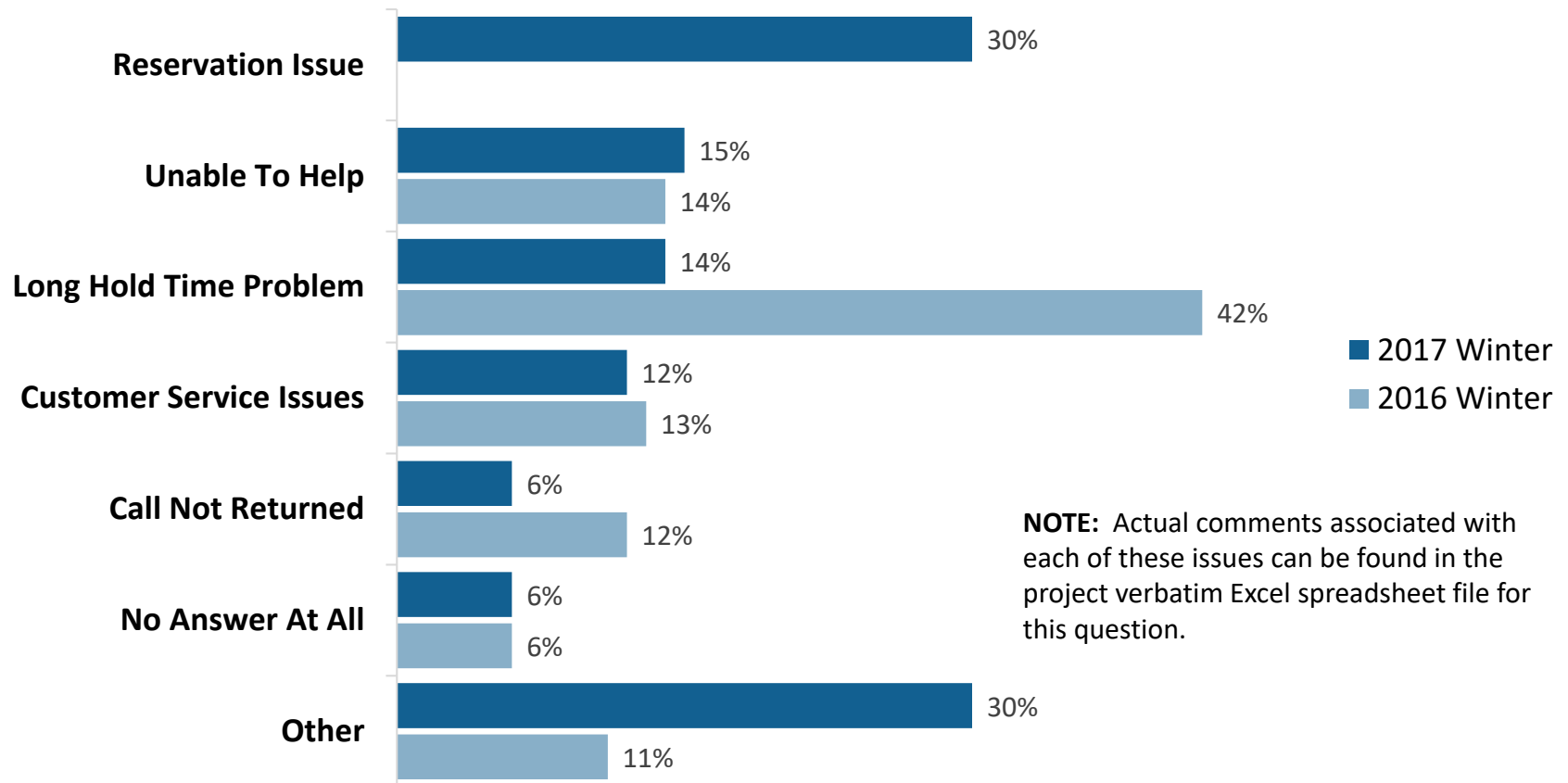
Q94. How satisfied were you with your experience calling the WSF by phone?

Reasons for Dissatisfaction w/Customer Service



Among the 14% who are dissatisfied with phone customer service, one in three (30%) mentioned having reservation issue problems.

Reasons for Being Dissatisfied with WSF Customer Service by Phone (n= 56 / 42)



Q95. (ASKED OF DISSATISFIED PHONE USERS ONLY) What specifically about your experience calling WSF by phone made you dissatisfied?

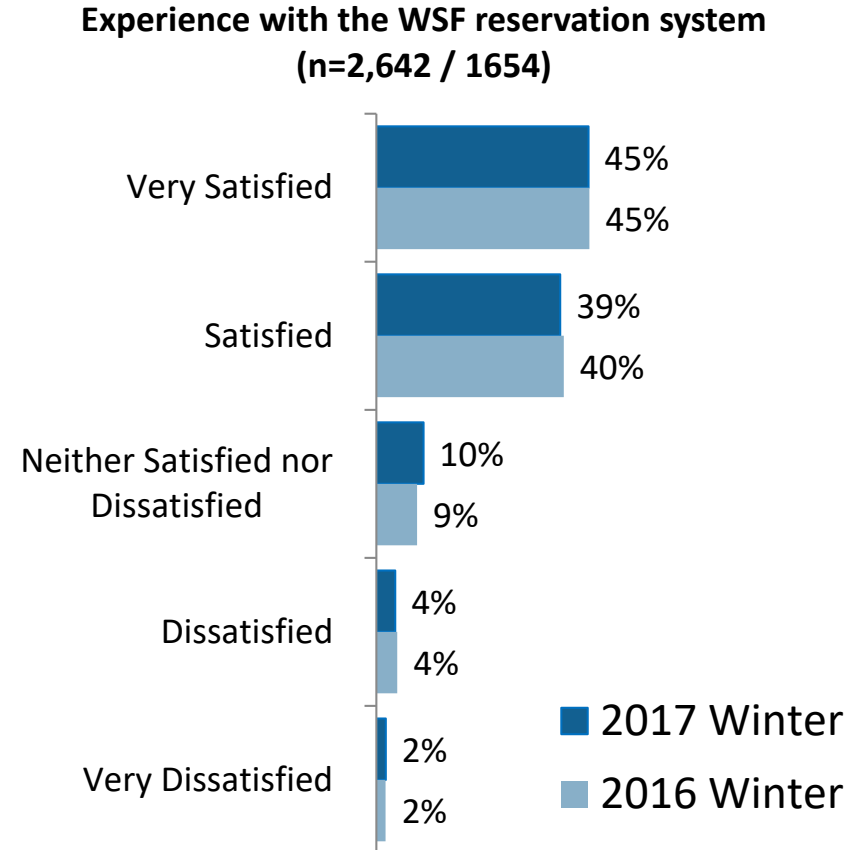
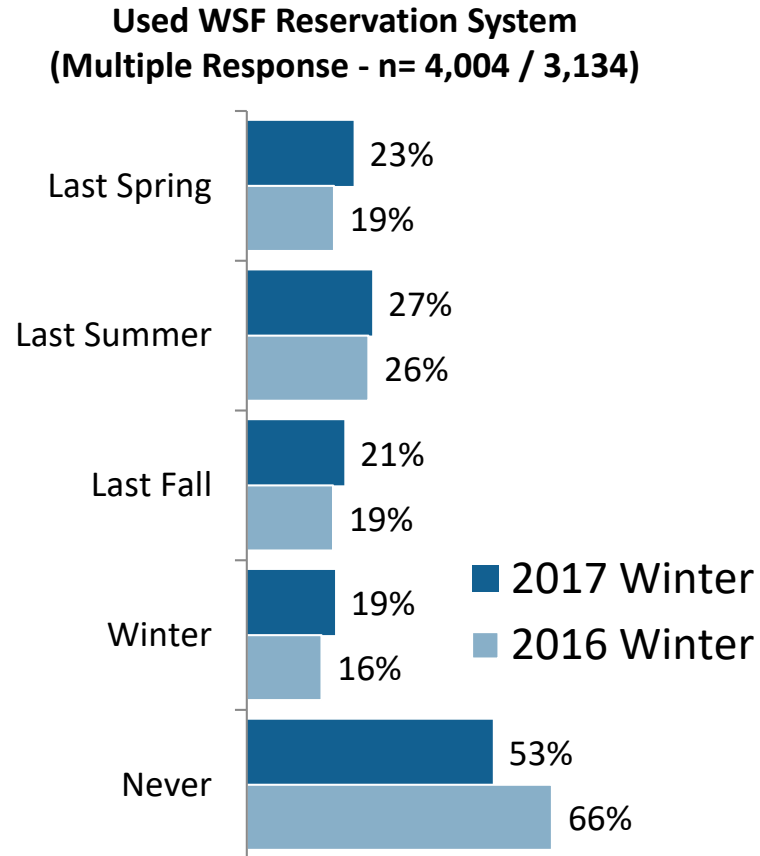


WSF Reservation System

Using WSF Reservation System



Among riders who used WSF reservation system, most (84%) say that they are satisfied with their experience. Only 6% of those that use the system are dissatisfied with it.



Q113. Have you used WSF reservation system during ... (Circle all that apply)

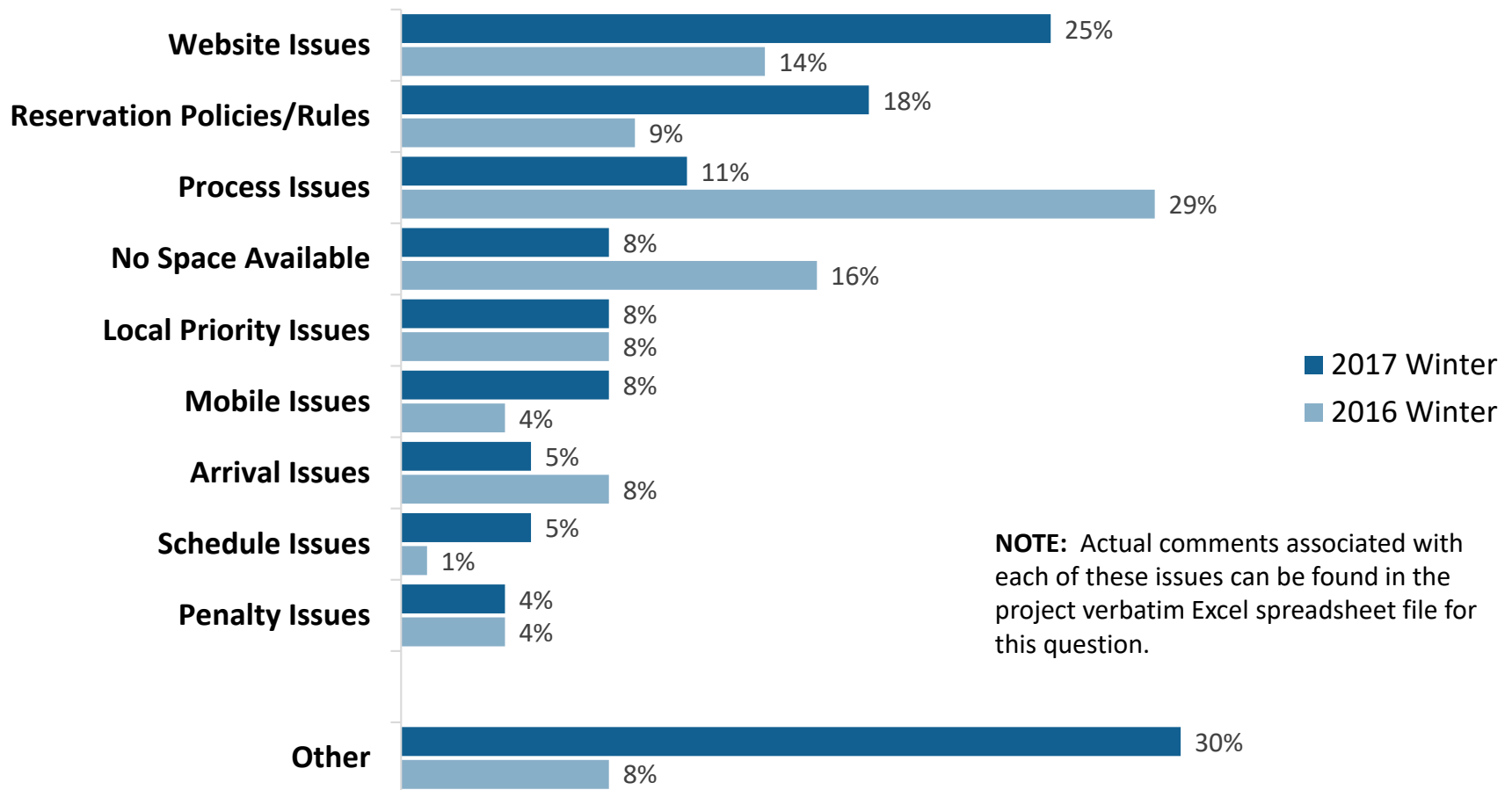
Q114. How satisfied were you with your experience with WSF reservation system?

Reasons for Dissatisfaction w/Reservation System



Among the 6% of riders who are dissatisfied with the reservation system, the top reasons given are website issues (25%) and rule issues (18%).

**Reasons for Being Dissatisfied With WSF Reservation System
(n=185 / 168)**



Q115. (ASKED OF DISSATISFIED PHONE USERS ONLY) What specifically about your experience with WSF reservation system made you dissatisfied?



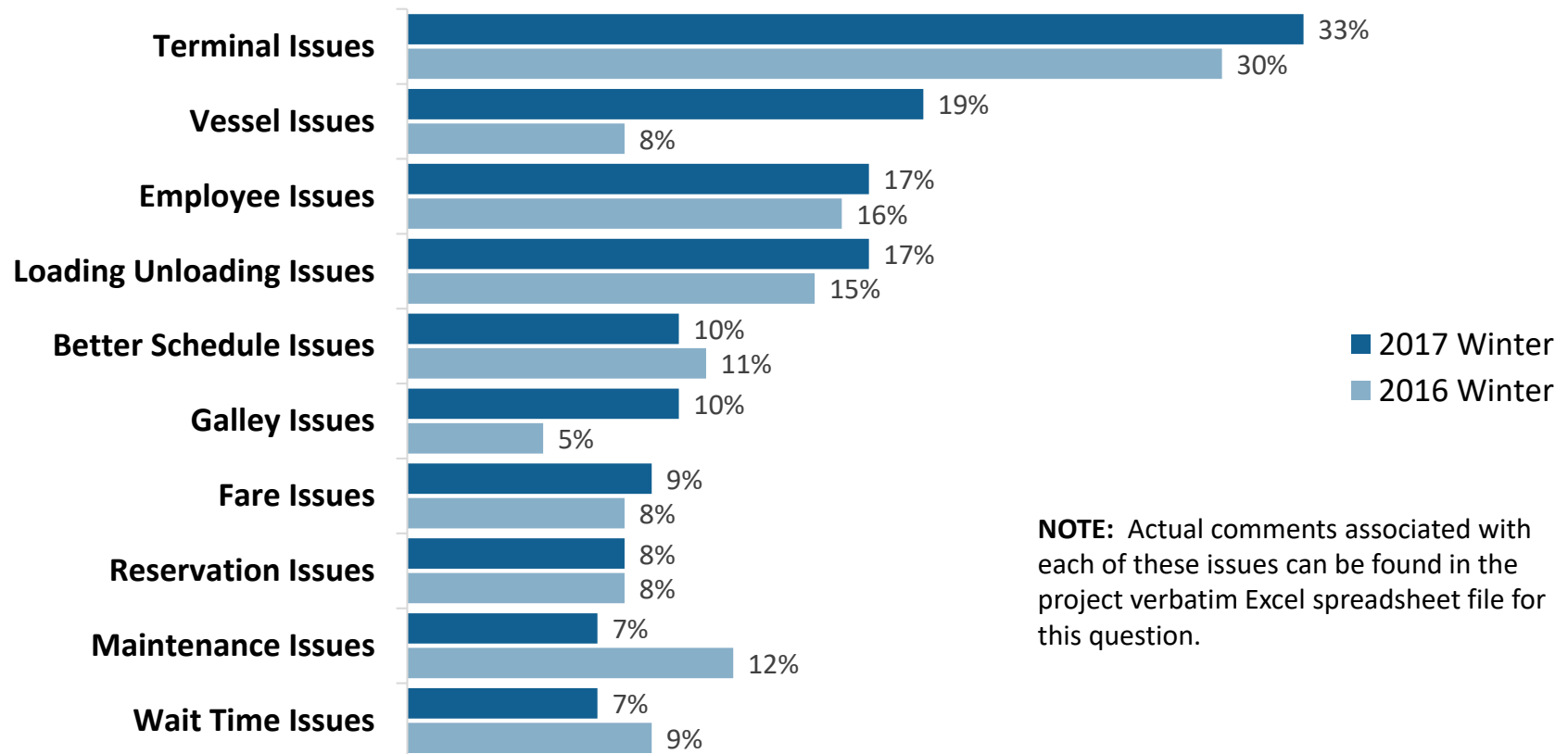
Additional Suggestions

Suggestions for Improving Service Quality



About three quarters of respondents (75%) offered suggestions for improving WSF service quality. Three in ten mention improving terminal issues (33%), about one in five mention vessel issues (19%), and 17% mention loading/unloading issues (17%) or employee issues (17%).

Suggestions beyond lowering fares to improved WSF service quality (7% or greater mentions shown for 2017 - n=3,979 / 2,327)



Q96. Beyond lowering fares, what other suggestions might you give WSF and state decision makers that would improve or strengthen the quality of service being provided?



THANK YOU!

For More Information Contact:

Reema Griffith, WSTC Executive Director

Bill Young, Survey Program Project Manager

360.705.7070